

Client Requirement

- ▶ 18K Arabic documents for Coding to English – include all type of document like emails, letter, legal, agreements
- ▶ majority financial documents i.e. checks.
- ▶ Client required coding of fields – Date, Type, Title, Author/ Recipient and Amount (for financial docs)



Challenges

- ▶ Sporadic inflow of documents in small batches within 3 months
- ▶ Availability of the Arabic speakers only when the project is received i.e. for 3-4 days in a month
- ▶ Needed speakers with expertise in both the languages i.e. English and Arabic
- ▶ Maintain overall cost of project by hiring minimum number of native speaker and meet the deadline
- ▶ Most of the financial docs were checks with handwritten numbers in Arabic
- ▶ Train native speakers on basic knowledge of coding process to easily analyze the documents for coding information

IDS Solution

▶ Resource Planning:

- Hired 2 Arabic native speakers
- Aligned 4 coding team members with each speaker so that they only analyze the documents for coding information and convert them into English
- IDS team then captured data using our in-house coding software

▶ Training

- Imparted training of bibliographic coding to both the native speakers
- Most of the documents were check in same format - we trained IDS team members for Arabic numbers so they can code Date and Amount fields under the guidelines of the translator(s)
- Lowered effort of the native speakers, speed up the coding process to meet the short deadline

Deliverables: .dat file was delivered with the coding info

Client Feedback

“ Thanks for your support and giving us confidence that IDS team can handle all type of projects ”

Business Results

- ▶ Client was very happy as he could get English and other language coding from one partner only. Later we delivered projects in French and Hungarian as well
- ▶ Client had around 50% cost savings