Client
Client provides expert legal support services to Law firms globally

Client Requirement
- 10K French documents for coding
- Document types like emails, letter, legal, agreements
- Coding required for standard bibliographic fields – Date, Doc type, Title, Author/Recipient/CC

Challenges
- To maintain overall cost of the project
  - by avoiding translation of all the documents
- Code French alphabets without changing the English keyboards
- Code documents with existing staff and hiring few native speakers
- Meet the deadline of 2 weeks with 100% accuracy

IDS Solution

- Resource Planning and Timelines:
  - In-house team member with knowledge of French identified
  - Imparted required training of bibliographic coding to the French speaker
  - Identified team of 5 people with good analytical skills, high typing speed and accuracy level
  - Trained them to analyze similar documents and code them in dependency with ease by taking minimum help from the French speaker

- Technology Support
  - Modified few configurations in control panel to type French alphabets through English keyboards

Deliverables: .dat file was delivered with the coding info.

Client Feedback
I appreciate your smart work on for accommodating this project in-house at such a minimum cost. You guys are excellent. All the best!

Business Results
- 40% savings for the client
- One-stop shop for Client's coding requirements – handling all type of requests
- Client very happy as he could now go and sell multi-lingua coding capabilities
- IDS received coding projects in other languages like Spanish, Bahasa etc.
- Client stickiness as we met Client's expectations by delivering other than English coding projects