

Case Study

Healthcare
BPO

Data-Core was commissioned by the Client to provide a number of services. These services included document handling, imaging, data capture, and call center activities for various departments. Data-Core has been providing services to this Client since 2000.

200K

Fax Locations
Verified
Annually

Data-Core has provided the following services:

1. Processing of undelivered Mail.
2. Secure Fax & Doctors National Provider Number verification for the Client's mail-in Pharmacy.
3. Health Assessment Questionnaire for the Client's mail-in Pharmacy.



500K
Health
Questionnaires
Per Year

15K
Undeliverable
Mail per
Month

20K
Calls per
Month

- The provided services required a combination of some of the following activities:
- Pickup of Mail from Post Office
 - Opening and Extraction of Mail
 - Sorting, Document Repair and Preparation of Mail
 - High Speed Document Imaging
 - Uploading Images in designated repositories
 - Application Processing using OMR, OCR, Barcode Reading
 - Data Capture from various Mail types and upload/update
 - Data Validation
 - Secure Fax Validation (Call Center Activity)

Most of the functions mentioned above required the handling of very sensitive personal information, such as Social Security Numbers, Date of Births, etc. Consequently, it was essential that the entire platform and facilities where this service was being rendered were very secure, both in terms of physical and electronic security, to prevent data theft.



Discover the Data-Core Advantage and see how we can help you.



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