

## 2017 CAPABILITY STATEMENT

# Commercial & Nonprofit

TDEC provides cost-effective solutions to labor-intensive tasks. Our business processes, honed over 60 years, allow our commercial and nonprofit clients to remain focused on their mission.

### The TDEC Difference

- Quality levels exceed industry standards
- Fast turnaround times
- GSA Schedule 36: GS-03F-021DA
- 60 years of operation
- Locations nationwide
- SOC II Certified

### Company Snapshot

- EIN: 52-1445148
- DUNS Number: 089950471

### Services

**APPLICATION PROCESSING** Receipt & Processing, Completeness Review, Document Imaging & Indexing, Data Entry, Data Verification, Quality Control, Bronzing, Coding, Clerical Support, Storage & Disposal, Metadata Reports

**CALL CENTER SERVICES** Inbound Calls, Emails & Voicemail, CRM Data Entry

**CLAIMS PROCESSING** Receipt Processing, Document Imaging & Indexing, Data Entry, Data Verification, Quality Control, Bronzing, Coding, Clerical Support, Storage & Disposal, Image & Data Delivery, Metadata Reports

**DATA ENTRY** Completion Review, Data Verification, Data Extraction, Keying from Paper, Image, Online Keying, Mainframe Integrated Keying, Quality Control

**DOCUMENT MANAGEMENT** Document Preparation, Document Hosting, Document Indexing, Scanning, Quality Control, Forms Processing, Batching, Image & Data Delivery, Metadata Reports

**REMITTANCE SERVICES** Receipt, Scanning, Data Collection, Coding & Indexing, Lockbox Services, Remote Deposit Capture, Quality Management, E-file Production, Disposition

**SUPPORT SERVICES** Customer Support, Data Entry, Document Management, Mailroom Services, Administrative Services, Records Management, Quality Control, Surveys, Program Support

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## Past Experience

### Better Customer Management

A national email marketing firm receives data from over 40,000 locations nationwide. The firm needed a company that could prepare, scan and key fluctuating volumes of data quickly and accurately. TDEC processes over 10 million items per year at 98.9% accuracy and in less than 48 hours from receipt. As a result, the firm's clients are able to reach their customer base faster.

### Enhanced Business Results

TDEC performs data entry services for a national market intelligence company. The result of our work is a more robust, comprehensive customer relationship database. This expansion provides their customers with more metadata to target and grow their businesses.

### Rapid Revenue Deposits

A large national charity needed help automating donation receipt. TDEC retrieves, opens, sorts and codes mailed remittances. For every payment received, TDEC staff searches in the association's proprietary database for member and other required identification and enters (and verifies) the requisite information. Payments received are deposited remotely into the charity's bank accounts.

### Reduced Paper Files

A private college had decades of paper student information stored. TDEC entered over 50 million data fields from over 15 million images at a 98% field level accuracy. The project required data entry experience with multiple indexing schemas from poor to almost illegible images. The college was able to reduce its stored paper files and pull past student data more efficiently.

### Faster Results

A national nonprofit research center conducts social scientific studies and needs data entered for tabulation. TDEC enters survey data using in-home contractors. This reduces costs for the nonprofit and expedites the research results.

### Improved Customer Service

A major national bank had slow processing times for auto loan applications. By outsourcing to TDEC, time was reduced by half, speeding the application process and resulting in more loans and higher customer satisfaction. TDEC provides data capture services for over 20,000 loan applications per month. The services include receipt, analysis, indexing, quality control and retention of faxed images.

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#### FOR MORE INFORMATION, CONTACT:

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