



## 2018 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 missions .

### The TDEC Difference

- Quality levels exceed industry standards
- Fast turnaround times
- GSA Schedule 36: GS-03F-021DA
- GSA PSS 00CORP: 47QRAA18D00BV
- 60 years of operation
- Locations nationwide
- SOC II Certified

### 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

---

**PRINCIPAL OFFICE**  
424 SOUTH ARCH ST.  
OAKLAND, MD 21550

**SALES OFFICE**  
8001 WISCONSIN AVE., #200  
BETHESDA, MD 20814

**TEL** 301-718-0703  
**FAX** 301-718-1615

**EMAIL** INFO@TDEC.COM  
**WEB** WWW.TDEC.COM

## 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 100 million items per year at 98.9% accuracy in less than 48 hours from receipt. As a result, the firm's clients are able to reach their customer base faster.

### Rapid Revenue Deposits

A large national charity needed help automating donation receipt. TDEC retrieves, opens, sorts and codes mailed remittances. Payments received are deposited remotely into the charity's bank accounts. To date, TDEC has processed more than 10,000 remittances on behalf of this organization. Outsourcing this process has allowed the charity to focus its efforts on helping people in need, rather than these administrative tasks.

### Enhanced Business Results

This data-intelligence firm needed help to build its database of donor information and clean up the existing data. During the course of this project, TDEC delivered an estimated 6.2 million pieces of donor data, on-time and with 98% accuracy, providing the data intelligence firm a solid database from which to grow its business.

### 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.

### Improved Customer Service

A major national bank had slow processing times for its 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. As the bank's auto loan program evolved and technologies changed, TDEC adapted its processes to meet the bank's needs through to present day. TDEC has processed over 3 million loan applications for this bank and average processing time per batch is 6 minutes.

### Faster Results

A national nonprofit research center conducts social scientific studies and needs data entered for tabulation. TDEC creates a proprietary data model template based on the current year's survey. To date, more than 3 million keystrokes have been entered by TDEC staff with 99.9% accuracy. TDEC's services have significantly reduced the costs for this nonprofit and expedited the research results.

---

#### FOR MORE INFORMATION, CONTACT:

R. Dennis DuFour  
President  
301-718-0703 x301  
ddufour@tdec.com

John DuFour  
Executive Vice President  
301-718-0703 x308  
jdufour@tdec.com