2023 CAPABILITY STATEMENT
Commercial & Nonprofit

TDEC
SECURE - PRECISE - TRUSTED

FOR MORE INFO:
R. Dennis DuFour, President
301-718-0703 x301
ddufour@tdec.com
www.tdec.com

With locations worldwide, TDEC provides cost-effective solutions to labor-intensive functions. Our business processes, honed over 65 years, allow our commercial and nonprofit clients to focus on their mission.

The TDEC Difference: Quality Control

Our established Quality Control Plan (QCP) is based on ANSI, PMI, and ISO principles. Quality Control is built into every step of our process, performing 99+% accuracy while still achieving fast turnaround times . As a SOC 2 accredited business, we are heavily invested in maintaining strict security controls that protect our clients' data. Throughout our 65 years in business, we have never incurred a data breach.

- Integrated Management System
- Project Performance Oversight
- Proven Processes and Management Procedures
- Effective, Efficient Execution of Requirements
- Quality Assurance- Continued Process Improvements
- Aggressive Management and Technical Performance Metrics

Services

ADMINISTRATIVE
Customer Support
Document Management
Mailroom Services
Administrative Services
Records Management
Surveys
Program Support

APPLICATIONS
Receipt & Processing
Document Imaging
& Indexing
Data Entry
Data Verification
Coding
Clerical Support
Storage & Disposal

CALL CENTER
Inbound Calls
Emails & Voicemail
CRM Data Entry

CLAIMS
Receipt Processing
Document Imaging
& Indexing
Data Entry
Data Verification
Bronzing & Coding
Storage & Disposal
Image & Data Delivery
Metadata Reports

DATA ENTRY
Completion Review
Data Verification
Data Extraction
Keying from Paper
Keying from Image
Online Keying
Mainframe
Integrated Keying

DOCUMENTS
Document Preparation
Forms Processing
Scanning, Hosting
& Indexing
Batching
Image & Data Delivery
Metadata Reports

MAILROOMS
Mail Receipt
Mail Processing
Mail Delivery
Pouch Service
Document Security
Customer Service

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

TAXES
Mail Receipt
Document Preparation,
Imaging & Indexing
OCR
Data Perfection
Remote Deposit Capture
Fraud Review
Batch Balancing
Image & Data Delivery
Metadata Reports

VITAL RECORDS
Mail Receipt &
Processing
Document Imaging
& Indexing
Data Entry from Paper,
Images, Microfilm
or Media
Data Verification
Image & Data Delivery
Metadata Reports

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.

Research Data Entry

TDEC supports this company's research projects with data entry from scanned documents via VPN connectivity. In a four-month period in 2022, TDEC handled 1.2 million records and entered more than 14.1 million keystrokes.

Accurate & Speedy Research Data

This major university-affiliated nonprofit research center conducts research, mostly in the form of surveys. TDEC personnel receive the paper-based surveys, scan and then enter the data. The cumulative data is delivered in a CSV file. Over the course of this multi-year relationship, TDEC has keyed more than 150,000 survey responses for the organization with 99.8% data accuracy.

Survey Processing

This research company tackles complex issues for their clients through a variety of research and analytical tools. There is no standard client solution. In support of their work, TDEC performs survey processing, including quality control, and have input more than 75K responses in its 5 year relationship.

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.

Company Snapshot

- EIN: 52-1445148
- DUNS Number: 089950471

> "Before our association with TDEC, we did in-house data entry for almost 30 years. This was slow, expensive, and uncertain. Through TDEC we have been able to achieve previously unheard of levels of speed, accuracy and dependability."
>
> *~Nonprofit Client*

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

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