

# 2024 CAPABILITY STATEMENT Commercial & Nonprofit



## FOR MORE INFO:

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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.

## Company Snapshot

- EIN: 52-1445148
- DUNS Number: 089950471

### 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.

**“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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