



CASE STUDY

Data processing for an information services provider *20 years of database management*

TDEC has been processing projects for this information services provider since 2000, through several brand and business changes. Project volume has naturally decreased with database automation.

The company provides data and insights its clients need to stay ahead of their competition. TDEC work has helped the company keep its CRM databases up-to-date with services for Importing Inboxes, Records Merging, and Account Management. Most projects have been in the Records Merging category, reviewing contact information from a client-provided spreadsheet, searching for the correct record, and merging data from other institutions. The current project volume is two projects per month.

Because of the sensitive nature of this work, the client requires employees to undergo background checks, which is already part of TDEC's employee onboarding process. Client-provided access information is tested to ensure appropriate access before the work begins. TDEC also provides an estimated delivery date depending on the project's complexity and number of contacts.

TDEC is known for quality work. We perform at least 20% QC before notifying the company of project completion. QC is performed using a system-generated report that TDEC associates have access to run. Updates are made before the client receives a notification of project completion.

SERVICES:

- ✓ Data processing
- ✓ Records management

TDEC's approach to database management ensured the company's contact information remained current and accurate

BENEFITS:

Before automated database management, keeping accurate and up-to-date databases on key contacts was outsourced to TDEC, allowing the company to remain focused on relationship building.

Proven processes:

TDEC's approach to database management ensured the company's contact information remained current and accurate.

Database experience:

Leveraging decades of experience in data handling, TDEC is a capable partner.

Quality assurance:

Our focus on quality and accuracy means the information services provider can be confident the work is done right.

ABOUT TDEC:

TDEC was founded in 1958 to provide data entry services to the National Active and Retired Federal Employee (NARFE) Association. For more than 65 years, TDEC has provided state and federal governments, commercial entities, and nonprofit organizations with cost-effective solutions for labor-intensive business process services such as document management, administrative support, call center assistance, financial processing, and lockbox services.

TDEC participates in the HUBZone program, is SOC 2 Type 1 and NARA compliant and TruSight Validated.

For more information, visit [TDEC.com](https://www.tdec.com) or find us on [LinkedIn](https://www.linkedin.com/company/tdec).



Headquarters:

424 Arch Street, Oakland, MD 21550
Phone: 301-334-1234
Email: info@tdec.com

Sales & Marketing:

8001 Wisconsin Avenue, Suite 200
Bethesda, MD 20814
Phone: 301-718-0703
Email: info@tdec.com