

The DDC Group: Automation & Validation



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Automation & Validation

Automation has its place.....

DDC has a number of software products which can make your data processing more efficient, more accurate and quicker. The infrastructure of our business is constructed in the first place to create an image flow of documents wherever possible and it is relatively much easier therefore to make the case for automated capture, where and when this can be done. However, DDC does not advocate the use of automation as a means in itself – only as a means to an end. In other words, we won't contemplate automation if we believe that it will lead to a loss of quality or if that quality is hard to guarantee and control, as can be the case with many hand written forms.

Our automation and validation tools.....

You can find a brief outline of our automation and validation tools below. Please note that we are always pleased to add to these as and when appropriate.

- Document imaging and indexing. It doesn't have to be sophisticated to be useful! We can convert your paper based systems to paperless systems by using automated and manual indexing systems so that you can quickly and easily find them. These can be hosted internally or on...
- DDC Host – an image repository that can be branded with your own or your clients logos and can be securely accessed (see xxxxxxx).
- OCR/ICR/IMR technologies are used to help with form recognition, language recognition and automated capture. In some case, for example on printed invoices, as many as 60-70% of fields can be automatically recognised without manual intervention. Appropriate fields can include names and addresses, order numbers, dates, invoice numbers and content line coding. In some cases, a direct interface with ERP systems means that instant validation and database population is possible whilst exceptions can be updated and validated manually.
- Address coding. DDC uses multi-regional name and address products from vendors such as QAS (www.qas.com) to validate and improve quality in markets such as the US and Canada, the UK and the Netherlands. Most European countries are supported.
- Bank coding. DDC uses products such as BankWizard (www.eigersystems.com) to validate and improve quality on bank account and credit card details.

Technology enhances our solutions.....

These are some examples of the automation and quality improvement technologies employed by the DDC Group. Many more are available including some that are bespoke and have been developed by our in-house programming teams. Again, our thinking is to use technology to enhance what we do rather than to replace what we do – we have found that entirely automated systems are rarely successful. Indeed, sometimes automation is less efficient and offers poorer quality than manual process. We suggest that the hybrid onshore/offshore/automation route is the one that most often succeeds and this is the route that we pursue on behalf of our clients.



DDC Philippines



DDC OS
Outsourcing Solutions



DDC EUROPE



DDC VI



DDC iDCSi
Manila



DDC Scanning Solutions Inc
Document & Image Management Services



DDC Atlanta LLC
Offshore Data Processing Services