

# “But what if.....”

Nobody likes to think about some of the things that can go wrong when outsourcing sensitive data but it is part of our job here at DDC to do some of the worrying for you.

For that reason, we have been investing in enhanced data security in our on-shore and off-shore operations AND we are constructing a bespoke, stand-alone Disaster Recovery Unit in Leyte Province (one hours flight away from our main Manila operations). With these investments, we hope to give our clients more “peace of mind”, knowing both that full security measures are being employed on your behalf AND, in the event of a catastrophic disaster, a fully operational

recovery office is available for immediate operation (complete with loaded programs which mirror our day-to-day projects).

Both of these aspects of our business have been audited by US and European clients and have passed the requirements set for business critical applications. We are pleased to introduce these enhancements to our operations and will continue to investigate further ways to improve our overall service to clients.



*This employee is gaining access through a biometric finger print scan.*



*DDC Disaster Recovery Centre in Leyte. Completion and commissioning due 2005*



## DDC Security Procedures Off-shore

- ID - All employees are issued security badges and are required to wear ID with picture at all times on company premises.
- NBI (equivalent to FBI) and police clearance are required before any job applications are accepted.
- Confidentiality Agreement - All applicants to any position in the company are required to sign a Personal Confidentiality Agreement.
- Security Guards - The company employs guards to secure main entrances.
- Security Cameras - Cameras are in place to monitor all movement.
- Biometric - Time In/Out and identity are recorded using biometric fingerprint scanners.
- Lockers - The company provides lockers for the employees - personnel are not allowed to bring their own personal belongings into the production area.
- Secure on-shore receipt and handling.

## DDC Security Procedures On-shore

- Split document transmission.
- Compression.
- Encryption.
- Firewalls.

These are our standard security practices. We do employ additional security features for specific customers in addition to the ones mentioned above. These include isolated, bespoke work space (specified employees only work on specific customer projects), additional security guards and additional cameras.



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# Off-shore Data Capture

## BACKGROUND

Within the travel/tourism industry the need to receive accurate feedback from customers about their holiday experiences on an immediate basis is critical. Providing travel companies with the ability to act on customer feed-back, whilst the holiday season is still in full swing, is key to maintaining customer service excellence and demonstrating best practice within the industry.

Customer feedback is gathered via questionnaires, either within a resort, or during flights. This data needs to be converted quickly into digital information, analysed and the results published by travel companies on their

respective intranets for management to analyse and take the necessary action where appropriate.

Travel sector surveys are "data rich" and on-shore processing was proving to be prohibitively expensive for this particular travel company. This case study examines how through the use of cutting edge technology and the judicious blend of high quality on-shore and off-shore staff, DDC Ltd has provided a leading travel company with an on-going electronic feed of data from hard-copy in-resort and in-flight questionnaires to enable them to rapidly respond to the concerns and needs of their customers.

Following downloading, two elements are dealt with: Full Name and Address checking and capture. QAS PAF validation and UK NAMES validation (based upon the electoral roll) are utilised by a section specifically trained in the use of these softwares. In addition, there are critical elements of data that have to be handled by a team of knowledge workers,. This team has to make decisions regarding specific fields such as gateway, destination and accommodation. A full set of validation tables are supplied by the client and utilised for this process.

## PROCESS FLOW

Customer Satisfaction Questionnaires (CSQ's) (see fig 1) are handed out either in-resort or on the aircraft upon the return journey back to the UK.



Completed CSQ's are collected and dispatched by daily courier to UK scanning unit.



CSQ's are contained within large envelopes that contain vital information on the front that needs to be carried forward onto each of the surveys inside



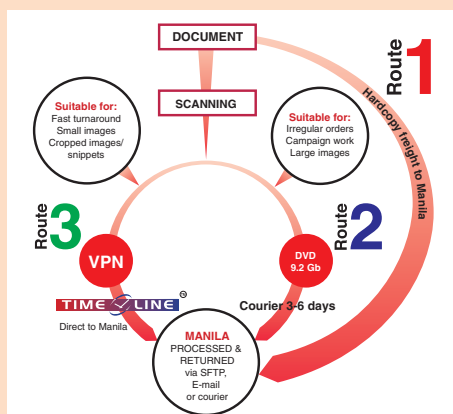
Material is sorted, counted, batched and scanned (Kodak 7000 scanner), with full reporting being sent to the client at each stage



The batch size equals the content of one envelope, the envelope number is the batch number and is therefore unique allowing 100% traceability



Scanned images are automatically uploaded in zipped batches to an on-



site FTP directory. Notification is then sent to Manila via email and the batched images are collected from FTP and downloaded for capture in Manila from where they are uploaded via a global VPN (DDC's VPN is expandable from 2Mb to 10Mb) and is currently running at the higher level due to pressures of demand. The configuration allows 24/7 unattended transmission and a similar configuration is in place for DDC's US operations.



Group IV tiff monochrome (or bi-tonal) images are produced as standard although other formats can be made available if required.

An image quality control process is implemented at both the sending and receiving end which incorporates a rescan procedure in the event of non-compliance.



Document volumes peak at 60,000, 4 page surveys per week (240,000 images per week).



All documents can be encrypted using either compression or encryption technology. Zip files and FTP directories are password protected and double-firewall security is employed.



Capture occurs via in-house image conversion programs which incorporate validations (such as PAF, NAMES and RESORT validations).



The staff in the DDC Philippines offices work 24/7, however the team leaders working on UK projects begin at midday local time and work through to 10pm local time. This ensures that communication on all jobs is efficient and timely.