

CASE STUDY:

Largest Single Site Scanning Facility

Preview Services UK



The Challenge

Preview Services is one of the UK's leading document scanning and document archiving companies. Preview scan between 3.5 to 5 million images per month and a high proportion of these require coding or indexing before the digital files are returned to the client. Due to the fluctuating workload of data coding projects, Preview prefer to offshore these activities, as it would prove to be cost adverse to employ a team of staff to deliver these tasks. The other significant challenge is to manage the quality of this output to guarantee 99% accuracy and the client contracted turnaround times which vary between 12-48 hours.

The Solution

ADEC Solutions, proven in offering high quality solutions in data coding and Indexing, offered a customized solution that would immediately tackle the data coding needs while addressing the quality issues that had occurred with other offshore suppliers. ADEC provides a 24hour/6 days per week service that allows Preview to focus their staff on delivering high quality scanning and document management from their facilities in the UK. Within a month, ADEC was delivering high quality data coding for over 1 million images per month, as well as a strict quality management programme.

The Result

Preview had worked with multiple vendors in offshore locations over the last 5 years, but had suffered from both quality and communications issues. With ADEC's model of a UK based management team setting up the projects for their Data team in The Philippines, they had the ability to ramp up the project quickly and deliver turn around times which average less than 24 hours. Preview is now able to invest their time and resources into their UK based operations and allow ADEC to manage and deliver a majority of their data coding on their behalf.

"ADEC has provided us with an excellent service since we started working with them in May 2008. We have used offshore providers in the past, and none of them meet the consistently high standards of communication, quality and reporting that we receive from ADEC. We look forward to a long and healthy business partnership with them in the future"

Ed May – Head of Operations, Preview Services.