

CASE STUDY

Enabling One of India's largest Telecom Service Provider to manage huge volume of documents (Prepaid, postpaid)

Value Added

Using SoftAge's strong distribution network- main distributors, Vodafone stores, cluster offices - Enabling data collection upto 3 times a day.

Impact

Turn Around Time (TAT) from document collection to the Spoke** office is usually between 45-60mins. It never exceeds 2 hours.

Summary

SoftAge helped a leading Telecom Service Provider collect Customer Identification forms - both prepaid and postpaid, M-PESA, ACT (retailer form) & SIM Exchange forms**, audit them - ensuring the presence of all customer information, passport photo, supporting documents, signature, PAF (Prepaid Application form) date and the stamp & sign of the Distributor/Retailer - accepted forms are then scanned, processed and uploaded on the service provider system for records - both Internal as well as for compliance reasons. There is 1 employee for the end-to-end processing of 70 forms in every SSO** (SoftAge Spoke Office)

Industry:



ABOUT THE CLIENT

The client is a Fortune500 company providing telecom services in India. It has expanded its operations across the country to cover all 22 telecom circles and service 180 million customers.



CHALLENGE

In 2002, Government passed a rule, making it mandatory for all Telecom Companies to keep record of its subscribers along with supporting ID & address proof. Telecom Regulatory Authority of India (TRAI) further issued a directive aimed at cracking down on repeated fake identification provided by mobile users, apparently used for illegal purposes. At that time to manage and maintain record of over 3 million subscribers, client was keen to acquire a Document Management solution, which could collect, authenticate, process, digitize, archive, retrieve and over all maintain customer-related documents in a robust and secure manner. The Vodafone adopted SoftAge Document Management Solution.

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APPROACH

SoftAge works for the client through the document collection, Auditing, scanning, processing, uploading, physical storage, retrieval, Quality checking in phases as follows:

Phase I: Document Collection & Data Processing

In this phase Runner visits Distributer Channel as per schedule – upto 3 times a day. Distributer Channels include: Main Distributors, Additional Distributors, Select Vodafone Stores and Cluster Offices. Forms collected include: Prepaid (CIF & MNP) (*Customer Identification Form and Mobile Number Portability*), Postpaid (CAF & MNP), (*Customer Application Form and Mobile Number Portability*), M-PESA, ACT (retailer form) & SIM Exchange forms. Runner conducts Audit 1 where and ensures the presence of all customer information, passport photo, supporting documents, signature, PAF (Prepaid Application Form) date and the stamp & sign of the Distributor/ Retailer. Forms are according Accepted or Rejected and Run Sheet is filled. This is followed by data entry of customer details mentioned on the Accepted forms.



Phase II: Document Storage - Digital and Physical Warehousing

During this phase data is uploaded on *Client database server (CPOS) in desired format. After this* all the documents are scanned in high resolution using high quality scanners and our specialized software (ScaNet) followed by Image Quality Check (QC). Scanned images are uploaded on Client Image Server (FileNet) and physical documents are dispatched to the Hub Office/Warehouse. Here Sorting, bar- coding for storage, batching (of 100) & Omit Check are done. Indexing is done for each form, its batch, its carton (numbered) and the rack/row details sent by the warehouse.

Phase III: Search & Retrieval and Final Quality check

On a daily basis, sample quality check is conducted at the Hub-Office - 10% of the documents, 10% of the data entry and 10% of the images. Accordingly, an Error Report is created and sent to the SSOs/district offices. We strive for less than 1% errors. Management Information System Report (MIS) is also created daily and sent to the client detailing TAT, total documents, rejection reasons etc. A similar monthly report is also sent to SoftAge project team to ensure high quality client support – the hub office remains directly in touch.

OUTCOME

- ▶ We ensure that we have adequate dedicated HR at every level.
- ▶ Runners - there are backup runners at every SSO. For example: the Jia Sarai SSO of Delhi Circle has 30 runners for 28 Distributor Points.
- ▶ There is 1 employee for the end-to-end processing of 70 forms in every



Talk to us about how we can make your business different and better.

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