

## **CASE STUDY: DENTAL ONLINE DATA ENTRY**

### **COMPANY**

Client is a US Based HIPAA certified, processing all the DENTAL insurance forms in US. He has lots of DENTAL Insurance forms for which Data Entry is required to key the forms in a Secured Software Application through Remote Desktop Connection Online.

### **PROJECT**

Client Approached E-Datatranc with the task of keying the DENTAL Insurance forms for his business purpose. The Client invited E-Datatranc to work on this Project keying the forms in an Secured Online Server. All the DENTAL forms are scanned and uploaded to Secured Online Server provided by the Client for which Login ID's are provided. E-Datatranc Team will use the Login ID's and Login to their Server through Remote Desktop Connection.

E-Datatranc Team of 30 Data Operators has successfully worked on this Project from past one and half year. We have deployed a dedicated team with a Manager and Team lead for this Project.

### **THE PROCESS**

E-Datatranc Team will Login to their Online Server through Remote Desktop Connection and connect to the individual machines. All DENTAL Insurance forms are scanned and uploaded in a Network Server by the Client so that all the users can access the forms. Once the connection is established and logged in to the system then we have a Client Application installed where we need to use that application to load and start working on the forms. Forms are automatically loaded once they complete a particular job folder. We have three processes in this –

1. Regular Mode – Initial Keying of the Form.
2. Reject Mode – Forms which are rejected in Regular Mode will appear once again for keying in.
3. QC Mode – Randomly picks up a form to start verifying the data entered in Regular/Reject Mode.

Once the final QC is done all the files are uploaded to the Client.

E-Datatranc makes daily deliveries in-time with Quality. We work 5000 forms per day.

### **RESULTS**

Client is Satisfied with the In-time delivery and Quality. E-Datatranc has become a premium vendor for this Client based on the performance and Quality delivery.