



CASE STUDY



THE CLIENT : Global Certification and Accreditation agency for Maritime Industry



REQUIREMENT : Creation of a Global Customer Database

KEY CHALLENGES



Information about the customers dispersed across various systems.



Unclustered data without an insight into commonalties or duplicates among customers records.



Difficulty to get a cohesive picture on customers in terms of revenue potential, credit profile, billing & order management.



OUR SOLUTIONS



De-duplication - Identification of possible group cases based on the other data similarities such as postal address, visiting address, Billing data etc.



Data Bridging - De Duplicated data was linked to billing and other customer data bases



Data Enrichment - Validation of key customer information and Addition of information like unique id, addresses



Data Maintenance Rules - Identification of rules and approval process for future data maintenance

BENEFITS



Unified customer information across various systems in the organization



Enabled maintainable (regularly updated) database of customers that are linked to a global framework



Visibility into customer data and activities thereby enabling better analytics i.e. revenue potential and profiling

VIAANTE AT A GLANCE



A reliable partner

Creating a winning proposition



Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 18 Soc Type II Compliance

OUR CAPABILITIES



24 X 6 Global Coverage – Follow the Sun Model



Proprietary Tools & Techniques for Workflow Management



International Delivery Capabilities On Time



Customized Value-based Contracts, Consistent High Quality at Optimal cost level

OUR DATA MANAGEMENT SERVICES



- Document Review
- Content compilation
- Document coding
- Data Entry
- Data Formatting and Conversion
- Data Standardization & Normalization
- Enterprise Content Management



The journey starts here. We are always ready to help you.
To know more about Viaante & our services, Contact us today.

ABOUT VIAANTE BUSINESS SOLUTIONS PVT. LTD.

Viaante is focused towards achieving – Operational Excellence! Our solutions and services are designed and constantly fine-tuned deliver value propositions which improve and augment current business operations. We are constantly working towards creating a win-win outcome for all stakeholders – customers, partners and our employees.

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