

Business Process Crowdsourcing: Data Capture Solutions

Increase Productivity with Secure Data on Demand

Paper forms still hold a prominent place in the digital age. Government bureaus, insurance companies, financial services firms, and healthcare organizations are only a few examples of the enterprises that rely on paper forms to obtain critical data. These organizations need a solution that will ensure the seamless transfer of information from paper forms to their data management systems in a manner that is secure, efficient, and cost-effective.

Data capture and cleansing is an important function in your business. It is the first step in managing information and records digitally. Errors early in the data processing workflow can be expensive and time-consuming to detect and correct. Poor data capture can lead to payment and inventory mistakes, service failures, and unintended compliance violations. Traditional methods of using a seasonal staff of data entry workers or taking a technology-only approach are often cost-prohibitive and rarely provide the accuracy required.

Lionbridge brings together the right mix of technology and human intelligence to replace traditional in-house and outsourced data entry models. Lionbridge Business Process Crowdsourcing enables you to streamline processes, increase throughput, speed turnaround time, and ensure the accuracy of your data – all while reducing costs and maintaining document security.

Secure, Scalable Data Capture When You Need It

Lionbridge Business Process Crowdsourcing Data Capture Service combines best-in-class data capture technology with the expertise of an elite, global workforce. The software easily plugs into existing data capture workflow systems to pull data fields from form images. A team of highly-qualified data conversion specialists then work around the clock to key and confirm the data. Every character keyed is confirmed by at least two independent sources to ensure 99.99% accuracy. The solution provides unparalleled security, breaking

Document Type

Lionbridge provides processing support for a wide array of documents, including:

- + Federal and state tax forms
- + Medical forms
- + First notice of lost claim form
- + 401k forms
- + CMS-1500 forms
- + Invoices
- + Mortgage applications



field data into unrelated, noncontextual snippets prior to leaving the protection of your firewall. Once keyed and confirmed, the snippets are then reassembled behind the security of your firewall. Sensitive documents never leave the premises in context, ensuring that your data is 100% secure. Lionbridge can rapidly connect you with pre-screened crowd workers from around the globe.

Lionbridge Business Process Crowdsourcing addresses the requirements of a broad assortment of data capture and cleansing tasks. For example, our enterprise-level crowd:

- + Performs the manual data entry associated with tax season, processing millions of tax returns quickly while adhering to strict security standards.
- + Takes on the time-consuming activity of invoice processing, allowing employees to focus on more strategic work within the accounting department.
- + Speeds the data extraction from retail loyalty card applications, allowing organizations to quickly target customers with appropriate award deals or coupon programs.

Complete Projects More Quickly and Accurately at Lower Cost with Business Process Crowdsourcing

Lionbridge Business Process Crowdsourcing brings exceptional flexibility to your existing data workflow and offers significant benefits over traditional models, including:

Scalability – 24/7 access to a specialized labor force eliminates the logistical problems and costs associated with seasonal hiring and second shifts to address data capture requirements. You can expand your workforce effortlessly as need dictates.

Productivity – Instant access to thousands of data conversion specialists lets you improve the turnaround time for processing large volumes of forms from weeks to days to hours.

Cost Savings – Clients achieve an overall reduction in processing, cutting data management labor costs by as much as 40 percent. Output-based pricing provides a predictable pricing model. And enlisting crowd workers eliminates fixed costs such as equipment, management, taxes, and facilities.

Maintain Control – Lionbridge software plugs into existing systems, and documents never leave the premises in context. You decide when and where you want data keyed (in-state, onshore, offshore).

System Support

Lionbridge supports many of the leading data capture software providers, including:

- + EMC/Captiva
- + Kofax
- + Top Information Systems, LTD.
- + Transcentra
- + Dignitech Systems
- + Fairfax Imaging
- + Scan-Optics



True Business Process Crowdsourcing

Business Process Crowdsourcing is an innovative sourcing model that engages online workers with a broad range of skills from around the world, providing the necessary project management, risk mitigation, security, quality control, contracting and coordination. Business Process Crowdsourcing allows you to apply human intelligence to data management tasks without incurring contingent labor costs for your company. This makes your organization leaner, more flexible and more competitive than ever. Lionbridge provides a proprietary, secure platform suitable for enterprise requirements. Our expertise includes:

- + 12+ years of crowdsourcing experience with a dedicated Business Process Crowdsourcing business unit for more than seven years
- + Experience in all legal and risk mitigation issues for global crowd management
- + A proprietary Crowd Management platform that is only visible to previously screened and secure crowd workers
- + Use of a private managed crowd, not a marketplace
- + Scale – 400,000,000+ private tasks completed in 102 countries during the past 12 months
- + Global reach – Over 100,000 crowd workers in more than 100 countries
- + A Crowd Management and Quality Framework that focuses on program management, security, service levels and quality

Get Started

For more information contact us at: marketresearch.mad@lionbridge.com