



# ADDCCOS CASE STUDY

# FINANCE

Financial Services

**DDC**   
Outsourcing Solutions

## Data Capture



# It's a Success!

Turnaround time  
improved by

# 80%

## Overview

Our clients are on a mission to make Britain better off, by offering everyone a pension plan that is right for their individual needs. With low, all-inclusive and transparent fees they offer an online service with the option to access a dedicated pension advisor at any time.





# MEETING GROWING DEMAND

## Clients Needs

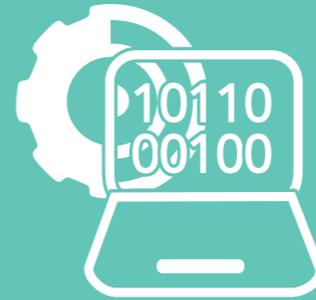
With the client looking to substantially increase their new customer acquisitions and continuing to support their existing customer base, they required a service provider that could meet their growing demand, be flexible, and improve their overall processing turnaround time.

It was key to find a provider who could grow alongside their ambitions and had an established reputation within the marketplace. Looking to outsource non-core activities, it was important to identify a provider that could provide a multi-service offering and with the ability to introduce technology to drive future efficiencies to support their long-term goals.

DDC Outsourcing Solutions (DDC OS) were chosen as a trusted partner that could overcome these challenges by exceeding their expectations and delivering against their current and future requirements.

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# Our Solution Summary



Customised our Data Capture solution and integrated it to the clients CRM.



Processed within 48 hours as per the SLA.



Received a range of images which were indexed, validated and QC.



Implemented a highly skilled offshore team supported by UK management.

It's a  
Success!

Turnaround time  
improved by

80%



KEY SUCCESS POINTS



99% accuracy as  
standard.



Consistent quality  
standard.



Turnaround time  
improved by 80%  
(from 240hrs to  
48hrs).



Provide agility to  
react to changes  
quickly in a fast  
paced environment.



Flexible and  
scalable solutions.



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