

Data Entry Services from Eminds Infotech

As companies grow, the amount of data being churned out also grows exponentially. Most companies spend a large amount of time and money in data entry. Copy pasting data, documenting legal information or data enrichment are just a few data entry functions that most organizations have to deal with.

While data entry is important, it is also a non core process that can be easily outsourced. Why not consider outsourcing your data entry work to an expert provider like Eminds Infotech? You can invest your time and money into the growth of your business, while we handle your data entry.

Data Entry Services

Outsource data entry services to EMINDS INFOTECH and get access to professional services. The following is a list of the data entry services provided by Eminds Infotech:

- Data entry from product catalogs to web based systems
- Insurance claims entry
- Online data capture services
- Data entry from images
- Online order entry and follow up
- Creation of new databases and updates to existing databases for banks, airlines, government agencies, direct marketing services and service providers
- Web based indexed document retrieval services, tools and support
- Mailing lists
- Legal documents
- Online completion of surveys and responses of customers for various companies, at call centers
- Data entry from e-book and e-magazine publications on the Internet
- Data entry from hospital records, patient notes and accident reports
- Custom data export/import interfaces with audits
- Bonded mail handling cash, credit and check processing

The Data Entry Process

1. The documents to be processed, generally in the form of images, are scanned and uploaded to an online server using secure FTP.
2. EMINDS INFOTECH employees access the documents over VPN, or download the files.
3. The documents are indexed, sorted and moved to private work folders for easier allocation of work.

4. The data is entered into specific applications that are developed by Eminds Infotech, or even into excel sheets as per your requirements.
5. All data goes through a round of quality checks before being sent to the customer.
6. Error rates are monitored and kept below 2-3% for all data entry projects.

The EMINDS INFOTECH team

Eminds Infotech has a team of people not only specializing in fast and accurate data entry, but also having a good understanding of multiple industries like custom brokerage services, logistics solutions, healthcare industry and more. High-end data entry work with lesser turn-around time is our specialty.

Outsource Online Data Entry Services to Eminds Infotech

Almost every organization has to deal with data entry. Accurate online data entry is critical to an organization's performance. If online data entry services are not a part of your core competency, why not outsource online data entry services to an expert like Eminds Infotech. We have the ability to handle any type of data entry and can also handle large volumes of data with ease.

We have skilled online data entry executives who are trained in online data entry of e-books, online data entry of catalogs and online data entry of databases amongst others. Choose Eminds Infotech as your online data entry partner and experience quality online data entry solutions.

Eminds Infotech's online data entry services

Eminds Infotech provides a wide range of online data entry services such as the following:

1. Online data entry services

Eminds Infotech is an expert in providing online data entry services. The services range from simple data entry work to compilation of data from websites, business cards, e-books and catalogs. We also provide form processing and similar other online data entry

services. At EMINDS INFOTECH, we use state-of-the-art technology to ensure that we provide our customers with quality services. When you outsource data entry services to EMINDS INFOTECH, you can be assured of complete confidentiality as we can also work directly on your systems.

2. Online data entry of catalogs

This service deals with updating the database of online stores with information from your PDF/printed catalogs or manufacturer's websites. Online data entry of catalogs also involves online Image editing and/or modifying the textual description, preparing online catalogs by searching the internet, deleting the irrelevant parts and adding product images.

3. Online image data entry services

Eminds Infotech also offers various image data entry services like data entry of scanned images, image capturing services, image cropping services, image editing services, high speed data entry from images, image clipping services, image storage and image retrieval amongst others. We are adept at handling both online as well as offline image data entry services.

4. Online data entry of e-books

EMINDS INFOTECH offers online data entry of e-books to its customers as per their need and their document management system. Customers outsource their data entry of e-books to save their time and to do away with the monotony involved in the job. EMINDS INFOTECH offers e-book related data entry services to areas inclusive of websites, books, magazines, questionnaires, manuals, surveys and similar. Our online data entry professionals are proficient in language, program knowledge as well as typing skills. We can ensure fast turnaround time and maximum accuracy.

benefits of outsourcing online data entry services to Eminds Infotech

Outsource online data entry services to Eminds Infotech and get access to the following benefits:

- By outsourcing online data entry services to you can save on the productive time of your resources and utilize them for your core business processes
- Outsourcing online data entry services can help you save on costs, effort and time
- Outsourcing can give you access to accurate online data entry services

Eminds Infotech's other data entry services

1. Offline data entry services

Offline data entry deals with inputting raw information to a database program or maybe a word processor as per the instruction of the customer, without using the internet. We can provide data entry services at a very fast turnaround time with almost zero percent errors. EMINDS INFOTECH has experience in providing offline data entry services to health care units, publishing houses, financial companies and educational institutes.

2. Offshore data entry services

Eminds Infotech offers high quality data entry services for huge volumes of offshore data entry applications. It offers data entry application services for mailing list compilations, electronic publications, database creations, file conversions, data entry of e-books, data entry from hardcopy/printed materials, editing, sorting and indexing of data.

Outsource Offline Data Entry Services to Eminds Infotech

An efficient back end is a prerequisite to an efficient front end. We at Eminds Infotech approach data entry from an 'end-user and end-purpose' perspective. We understand the purpose of data and what purpose your data should meet. Making sense out of large volumes of data is not an easy task. It demands careful collection, organization and presentation. Our offline data entry services follow a meticulous process ensuring high levels of accuracy, speed and ease of understanding.

Services

- Offline data collection
- URL list collection
- Offline data capture
- Offline form filling
- Offline form processing
- Excel sheet filling and MS Word document data entry
- Offline data entry from mailing lists, websites and image files
- Offline entry of insurance claims
- E-books entry, business cards entry, catalog and labels entry
- Offline entry of data from one version/format to another

Why outsource offline data entry jobs to Eminds Infotech?

There are a thousand odd offline data entry service providers. But what makes us different? Our 'end-user end-purpose' approach is what makes our offline data entry services different from other service providers.

Moreover, we do not approach data entry as a job which anybody can do. We employ a team of experienced people to handle your offline data entry jobs. Also, our customized offline data entry services will make sure that your objectives and goals are met.

Get the Eminds Infotech advantage!

- By outsourcing offline data entry services to Eminds Infotech, you get the benefit of almost 60% savings on operating costs from our efficient processes and outsourcing advantages
- We employ state-of-the-art technology to ensure high speed, prompt and accurate offline data entry services
- We can ensure that your data and information will be safe in our hands. With our strong security systems we can ensure you a risk free outsourcing experience
- At Eminds Infotech, your time and budget requirements are given high priority
- Eminds Infotech is a trusted outsourcing destination with a proven track record of successful offline data entry projects
- Our experience in the outsourcing industry will translate into well managed, efficient and cost-efficient offline data entry projects

Outsource Image Data Entry Services to Eminds Infotech

Image data entry refers to the conversion of scanned images to a particular format of your choice. If you are looking for both quality and cost-effective image data entry services, you have come to the right place. Eminds Infotech is one of the world's leading providers

of image data entry services. Eminds Infotech can provide your organization with image capturing services, image storage services, image keying services and image retrieval services.

Our efficient team of trained image data entry experts can handle large volumes of work and deliver it to you ahead of your schedule. Choose Eminds Infotech as your image data entry services partner and experience hassle-free outsourcing.

Eminds Infotech's image data entry services

Eminds Infotech offers both online as well as offline image entry services. We are equipped to handle projects of all sizes. You can even send your requirements via email or fax. Once the job is completed, we will immediately send the images back to you in the format that you desire. Eminds Infotech is very strict about the quality of the images and the confidentiality of your data. When you outsource to Eminds Infotech, you can be assured of quality and security.

We offer the following image data entry services:

- Scanned image data entry services
- Image entry into a spreadsheet
- Catalogue and legal document entry
- Book entry
- Hand written / card entry
- Legal document data entry

The Image data entry services at EMINDS INFOTECH are done by a group of highly competent professionals. At the onset of the project, there are two or three operators who work at different terminals simultaneously. They are responsible for keying in the images into a software package. If there is some mismatch in the entry, then the software will immediately send you an alert. If not, the data is stored in the software. Once the entire task is done, a quality manager will check the work in order to ensure 100% accuracy.

We have state-of-the-art high speed scanners to ensure that our image quality is of good quality. We scan images in various formats like RTF, TIFF, PDF, GIF and JPEG. The digitized images are then sent to the customers either in a CD or as an email attachment. We can also upload to a FTP server. We have the ability to scan more than 10000 pages per day.

Eminds Infotech – Your ideal image data entry partner

Outsourcing Image data entry services to Eminds Infotech is a good decision to take if you want to optimize your cost. By outsourcing to Eminds Infotech, you can derive the following benefits:

- **Faster TAT** – You can get your image data entry work completed at a faster turnaround time without compromising on quality and accuracy
- **Privacy** – Outsource image data entry services to Eminds Infotech and stay assured about the confidentiality and security of your valuable data
- **Reasonable pricing** - Eminds Infotech is one of the few service providers in India who can provide you with quality services at a cost-effective price
- **Customer Support** – At Eminds Infotech, we provide customer support services on a 24/7 basis
- **Skilled workforce** - Eminds Infotech has extremely competent and skilled personnel on its payroll. We are experts in image data entry services
- **Quality standards** - Eminds Infotech adheres to a strict quality assurance procedure that includes - batch file quality review, image quality review and quality control reports

Outsource Ebook Data Entry Services to Eminds Infotech

In a dynamic and evolving business scenario, companies are constantly looking at ways to improve the way in which they work. One strategy that an increasing number of companies are adopting is outsourcing their non-core functional areas. This leverages the strengths of a skilled partner and lets the business divert its resources to more value creating tasks.

Eminds Infotech uses sophisticated technology to provide e-book data entry services to organizations around the globe. Outsourcing your requirements for book data entry to us ensures that you get superior service while reducing costs at the same time. We are committed to providing best in class services that focuses on fulfilling your exact requirements.

The benefits of outsourcing book data entry services to Eminds Infotech

Outsourcing e book data entry services to Eminds Infotech has several benefits. These include:

- **Increased focus on functional areas:** Outsourcing electronic book data entry services to Eminds Infotech allows you to focus on building your core competencies. This is a strategy that you can use to increase customer satisfaction and compete in an increasingly challenging environment
- **Enhanced usability of content:** Converting your written documents, brochures, catalogs, books, articles, PowerPoint presentations and white papers into ebooks enhances their usability. With your content available in an electronic format, you can customize it to suit individual requirements. Your customers can now access information on a notebook, palm or desktop computer. In this way, ebooks give you another way of communicating your message to potential clients
- **Access to superior project management:** Eminds Infotech believes that transparent communication is the key to a successful partnership. Our project managers ensure that clear expectations are set at the onset of the engagement. They also work to establish a communication rhythm that helps resolve any issues that may arise during the course of the project. In addition, they ensure that the timelines for all deliverables are met and a quality product delivered to the customer
- **Access to trained professionals and cutting edge technology:** With Eminds Infotech as your partner, you have access to a dedicated team of technical and language professionals who are experts in their field. You also have access to state-of-the-art technology that you may not have in-house. By leveraging this optimum mix of technology and people provided by Eminds Infotech, you can ensure that the quality of the output is maximized while keeping costs low
- **Assurance of quality:** Eminds Infotech's rigorous Quality Assurance process helps to ensure best in class services. Once the data entry work is completed, a team of proofreaders and editors check the output for grammatical and contextual errors
- **Flexibility:** Eminds Infotech creates ebooks from a number of source materials – PDF documents, Word files, printed copies, and scanned books. In addition, we also convert content in electronic formats such as HTML, FrameMaker, and Quark into ebooks. Depending on your requirements, we can deliver the ebooks in a number of ways – through email, CD, or an FTP upload. We can also deliver the final output in a variety of formats – MS Word, Excel, Access, Acrobat portable document format, Text format, HTML, binary, and ASCII format

Outsource Document Data Entry Services to Eminds Infotech

Today, every business needs to focus on differentiating itself in the market. One way to do this is by outsourcing all non-core work such as document data entry to a skilled

expert. This frees the business to focus its energies on building core competencies. With this increased commitment, the business can provide better goods and services to end customers.

Eminds Infotech uses an optimum mix of people and technology to provide document data entry solutions to global organizations. We can help you get best in class results at minimized costs. Our focus is on understanding your end to end business, which helps us go beyond the traditional vendor's role. We can provide suggestions and options that add significant value to your process.

The need to outsource document data entry services

Digitizing paper documents ensures that critical information is readily accessible at all levels within your organization. This knowledge enables smooth functioning of the business and can be leveraged to make better decisions. With Eminds Infotech taking care of your document data entry work, you can focus your energies on building core strengths. This helps you deliver better value and maximize customer satisfaction. This strategy can go a long way in helping you respond to challenges and to remain competitive.

In addition, when you outsource document data entry projects to an expert partner such as Eminds Infotech, you get access to specialized capabilities. We can help you turnaround huge volumes of work within short time-frames. In addition, our comprehensive solution includes a rigorous Quality Assurance (QA) process. This assures you of best in class services.

The Benefits of outsourcing document data entry projects to Eminds Infotech

Outsourcing your requirements for data entry from documents to Eminds Infotech has many benefits. We help you:

- **Leverage an optimum mix of people and technology:** When you outsource document data entry work to Eminds Infotech, you can leverage the skills of trained data entry operators that you otherwise may not have access to. In addition, when you outsource document data entry projects to us, you gain access to sophisticated equipment. This optimum mix of trained personnel and superior infrastructure helps you get the best results possible
- **Get access to skilled project managers:** When you outsource document data entry services to Eminds Infotech, you get access to superior management talent. Our dedicated resources work to understand your business process and expectations at the beginning of each project. Then, they work with operational teams to ensure that you get the best service possible. In addition, they address your concerns and seek your feedback through different communication methods such as regular e-mails, conference calls, status dashboards, etc.

- **Get superior results:** When you outsource document data entry solutions to Eminds Infotech, you get access to a skilled partner that assures you of quality output. We use a rigorous Quality Control (QC) process to ensure this. When our data entry operators have finished their work, a dedicated team of editors check the output to eliminate any grammatical or contextual errors

Outsource Data Capture Services to Eminds Infotech

Without the right information at the right time, decisions in a company can make or break opportunities in a competitive market. If your company has been dealing with data, you'd know that the process of capturing data and digitizing them is a tedious and time consuming process. Data capture solutions and document scanning services provide an answer to this problem.

Data capture and document imaging usually refer to acquiring data from physical sources such as paper documents, forms, receipts, microfilms and photographs, and converting them to an electronic format. This is also known as electronic data capture (EDC).

Converting data from physical formats to digital forms is a complex process especially if the number of documents handled is large. Through document scanning and data capture services, it is possible to digitize large volumes of documents under short timelines.

Eminds Infotech's data capture and document services

Eminds Infotech has been working with customers of all sizes in managing their documentation needs of varying volumes. Prior to converting data, data is scanned by using high-speed scanners.

This data is then processed by using OCR (Optical character recognition) or ICR (Intelligent character recognition) and the resultant data is stored in a database. This can be retrieved anytime in the future.

Our data capture systems cover these business areas:

1. Paper to image conversion

We can convert huge volumes of paper documents into digital images of various file formats. This can be further processed and can be stored in an archived database.

2. Competitor information data capture

Capturing competitor information can give you insight into opportunities that you can tap into or use your competitors' solutions to improve your own solutions.

3. Data capture from coupons, vouchers and receipts

We can capture information from sales coupons, promotional vouchers and purchase receipts.

4. Forms capture

We can collect information from forms, convert them into images and store them in a database after processing.

Benefits of outsourcing data capture services

- Save on space and filing cabinets by eliminating physical documents and converting them into digital formats. This converts to money saved on infrastructure and office equipment every year
- Reduce administrative overheads and staff costs. While dealing with traditional documents, a lot of time is spent by your staff in finding, retrieving and handling documents. In a digital format, data can be recovered at a fraction of time when compared to the traditional format. Based on the number of documents you handle the administrative costs can be staggering which can be reduced greatly with digital documents
- Never lose data again. With digitized documents, data can be stored away safely in multiple locations. This allows for greater security than paper documents
- Acquire a competitive advantage. In today's changing market, it is imperative to get your solutions out to the market before your competition. A cumbersome data management system can foil your chances of beating your competition and getting more business. A powerful document management solution can leapfrog you into better customer satisfaction and a higher competitive advantage

Outsource Copy Paste Services to Eminds Infotech

In this competitive market scenario, when the entire energy of an organization is required to be directed towards core business activities, it is a wise option to outsource a few services like copy paste services to another company, who can provide you with services at a nominal cost. Outsourcing data copy paste services to an offshore provider can definitely help you reduce the time, effort and operating cost spent for a non core process like copy paste services.

If you are looking for copy paste services then your search ends at Eminds Infotech. Our quick turnaround time and cost-effective services set us apart from other copy and paste service providers. Choose Eminds Infotech as your copy and paste service provider and experience the best in data copy paste services.

Why outsource copy paste services?

Experience a number of benefits by outsourcing copy paste services to Eminds Infotech:

- 1. Concentrate more on core business functions:** By outsourcing data copy paste service, you will be able to spend more time on your core competencies, thereby experiencing greater profits.
- 2. Stay free from management headaches:** Outsource copy paste services to Eminds Infotech and stay free from management headaches, as we will manage your entire project.
- 3. Huge cost savings:** Benefit from huge cost savings by outsourcing. You can save on infrastructure, technology and software costs. You will also not have to hire any extra staff or train employees on copy paste services.
- 4. Accurate services at a fast TAT:** At EMINDS INFOTECH, we have trained people with high working speed capabilities. Outsource copy paste services to EMINDS INFOTECH and get access to error free services delivered to you ahead of your schedule.

Eminds Infotech's copy paste services

Eminds Infotech provides exclusive copy/paste services such as the following:

- 1. Changing content from one format into another format:** EMINDS INFOTECH can copy data from one file format and paste it in another file format as per your requirement. For example, data from MS Word can be copied to PageMaker, PowerPoint, Excel and vice versa
- 2. Copy pasting of various kinds of data like promotional matters, informational content, reference material and research data, which may be in large quantities:** EMINDS INFOTECH can provide data copy paste services for collating data from reference and research material, promotional matter and informational content, which can be used for multiple purposes in your business
- 3. Copy pasting of a large number of e-mail addresses and web site links for various purposes:** EMINDS INFOTECH can copy and paste e-mail addresses, contact details and website links, and create a repository of contacts or essential website links for your reference and use
- 4. Copy pasting of web content in MSWord, PowerPoint, Excel and other such formats:** At times, you need to maintain a database of some information. You maybe required to collate content into a single document or file. You may find

that most of this data is scattered in different websites. In such cases, Eminds Infotech can copy and paste this data for you in the desired file format

Specialized Data Entry Services

Almost every organization generates a vast amount of data on a daily basis. Effective streamlining, storage and retrieval of such data are vital to the proper functioning of an organization. If data entry is not your core competency, outsourcing data entry to offshore sites or offshore data entry is a cost-effective solution that your company can opt for. If you are looking for a reliable outsourcing provider in India to whom you can outsource data entry services, consider outsourcing your services to Eminds Infotech.

Eminds Infotech is one of the world's leading providers of offshore data entry outsourcing. We have years of experience and expertise in the different types of offshore data entry services. Eminds Infotech can handle high volumes of offshore data entry and data conversion inputs from any industry and deliver quality services within the quickest turnaround time. Give your organization a competitive edge with our accurate services.

Eminds Infotech's offshore data entry services

Eminds Infotech has experienced data entry professionals who are trained to handle large data volumes and any variety of data formats. Outsource to EMINDS INFOTECH and stay assured of professional offshore data processing services.

The following is a list of the offshore data entry services offered at EMINDS INFOTECH:

- Our offshore data entry services include data entry, data conversion, data processing, data capturing, OCR and ICR services
- At EMINDS INFOTECH, data entry services can be availed from any type of source such as – web resources, printed matter, manuscripts, scanned images, financial statements, sales / purchase, payroll records, time sheets, questionnaires, surveys and all kinds of bills, etc
- We can deliver data entry records to customers as per their specifications in a range of formats such as – MS Word, Excel, Access, PDF format, ASCII format, COBOL, XML, SGML, HTML, text, data on disk, CD-R or CD-W, via e-mail or by any other media or format
- We can also provide data extraction, tabulation and analysis. This helps customers to make profitable business decisions and also effectively manage their data entry projects and databases

Eminds Infotech's expertise in offshore data entry

- Data conversion services
- Offline data entry and online data entry
- File conversion
- Alpha numeric data entry
- Typing data entry
- Clerical data entry
- Catalog conversion and digitization
- Excel data entry
- Legitimate data entry
- Numeric data entry
- Legal data entry
- Data entry programs
- Offshore data processing
- Insurance claim entry
- Clinical data entry
- Internet data entry
- Yellow pages data entry
- Book data entry

Outsource Invoice Forms Data Entry Services to Eminds Infotech

To survive in today's competitive environment, companies need to focus on increasing customer satisfaction. One way to do this is by outsourcing all non-functional activities such as data entry to an expert partner. This helps the company remain focused on strengthening its core competencies. With this increased emphasis on providing value, the business has a better chance of meeting and exceeding customer expectations.

Eminds Infotech uses state-of-the-art technology to provide invoice forms data entry services to its customers. Our end-to-end solutions can be customized to suit the varied needs of different clients. At Eminds Infotech, we are committed to providing the best service possible.

Why outsource invoice forms data entry work to Eminds Infotech?

Eminds Infotech focuses on developing tailor-made solutions that fit the exact requirements of different customers. Whether you are a service provider or own a manufacturing facility, it is critical that you optimally manage your cash flow.

When you convert your paper-based invoices into an electronic format, you can keep track of them better. You can see whether they have been paid in full, partially paid, or whether they are still due for payment. This helps you make the right decisions at the right time.

Eminds Infotech leverages an optimum mix of people and technology to turn around invoice forms data entry projects within tight deadlines. When you outsource your invoice forms data entry work to us, you can focus on tasks that create more value for your business. At the same time, you are assured of getting great service.

Benefits of outsourcing invoice forms data entry projects

Outsourcing invoice forms data entry services to Eminds Infotech has several benefits. These include:

- **Access to trained personnel:** When you outsource invoice forms data entry services to us, you gain access to a pool of trained data entry operators. Our dedicated team can process huge volumes of data in a short period of time
- **Access to sophisticated technology:** By outsourcing invoice forms data entry services to Eminds Infotech, you can leverage our state-of-the-art equipment. These include the best computers, printers, and scanners
- **Access to superior project management:** Eminds Infotech has a great managerial talent pool. Our dedicated project managers ensure that timelines for all deliverables are met. They also facilitate transparent communication through the use of conference calls, e-mails, and regular status updates. In addition, they work with operational teams to ensure that the quality of the final product is optimized
- **Assurance of quality:** When you outsource data entry from invoice forms to Eminds Infotech, you are assured of best in class services. We ensure this by following a stringent Quality Control (QC) process. Once our data entry operators have finished their work, a dedicated team of editors checks it for grammatical and contextual errors
- **Flexibility of service:** Depending on your specific needs, Eminds Infotech can deliver the final output in a variety of formats – MS Word, PDF format, HTML, etc. In addition, we can provide this final data to you in a number of ways – on disk, CD, through e-mails, or an FTP upload

Outsource Insurance Claims Data Entry Services to Eminds Infotech

In the face of increasing competition, every business needs to have its focus set firmly on increasing customer satisfaction. For insurance companies, this becomes even more important. By outsourcing non-core work such as data entry, they can focus on processing customers' claims so that legitimate claims are settled quickly. This strategy ensures that they can provide the best service possible to a customer.

Eminds Infotech uses state-of-the-art technology to provide insurance claims data entry services to insurance companies around the world. We ensure that you get the best service at minimized costs. At Eminds Infotech, we are committed to working as your partner to help you achieve your business goals.

Why outsource insurance claims data entry services?

In order to provide great service, companies need to be able to respond quickly to their customers' needs. This is especially relevant in the case of insurance companies. Policy holders submit applications claiming benefits covered under their insurance policies. With the help of this insurance claims entry, they seek reimbursement for different kinds of expenses – hospital expenses, expenses incurred to repair the equipment, etc.

Once information from these forms has been entered into the insurance company's systems, it is processed further. Depending on the specific situation and circumstances, the insurance company may or may not approve the claim.

Eminds Infotech has the capability to convert paper-based insurance claims forms into digitized information, so that you can accelerate the process of assessing and settling claims. We offer data entry services for:

- Disability claim forms
- Dismemberment claim forms
- Critical illness claim forms
- Hospitalization claim forms
- Death claim forms

Benefits of outsourcing insurance claims data entry work

Outsourcing insurance claims data processing services to Eminds Infotech has several benefits. These include:

- **Access to expert personnel:** By outsourcing insurance claims data processing services to Eminds Infotech, you have access to trained data entry operators. They can help you turn around huge volumes of data in a short period of time
- **Access to sophisticated technology:** When you outsource insurance claims data entry work to us, you can leverage our state-of-the-art equipment. These include the best computers, printers, and scanners. This optimum mix of people and technology helps deliver superior results
- **Access to superior project management:** By outsourcing insurance claims data entry projects to Eminds Infotech, you also get access to its managerial talent. Our dedicated project managers ensure that the timelines for all deliverables are met and the final product is free from any errors. They also facilitate transparent communication, which helps to quickly address any issues that may arise during the course of the project
- **Access to secure services:** When you outsource your insurance claims processing work to Eminds Infotech, you can send us the input files in a number of ways – by uploading them on our secure FTP server, through an email, etc. At the time of delivery, we can send the final files to you in a method of your choice – using an encrypted email or the FTP server
- **Assurance of quality:** When you outsource data entry from insurance claims forms to Eminds Infotech, you are assured of best-in-class services. We ensure this by following a stringent Quality Control (QC) process. Once our data entry operators have finished their work, a dedicated team of editors checks it for grammatical and contextual errors
- **Flexibility:** When you outsource insurance claims data entry services to Eminds Infotech, you get services that are flexible and takes your needs into account. Eminds Infotech can deliver the final output in a variety of formats – MS Word, PDF format, HTML, etc. In addition, we can provide this final data to you in a number of ways – on disk, CD, through e-mails, or an FTP upload

Outsource Enrolment Forms Data Entry Services to Eminds Infotech

In order to remain competitive in today's high pressured business environment, companies need to respond proactively to change. One way to do this is by outsourcing all non-core work to a trusted partner. This helps them focus on building core competencies, which helps differentiate their product or service in the market.

Eminds Infotech uses cutting-edge technology to provide enrolment forms data entry services to global organizations. Leveraging our expertise helps you get best in class services at minimized costs. We are committed to providing customized solutions that fit your specific requirements.

Why outsource enrolment forms data entry services?

Eminds Infotech uses an optimum mix of skilled personnel and the latest equipment to deliver superior results. We cater to the diverse needs of a wide variety of clients:

- Financial institutions
- Insurance companies
- Training/Educational institutions
- Other corporations

Our clients are challenged daily by the task of managing huge volumes of data. They include insurance companies that need to process a large number of enrolment applications. They also include training institutions enrolling new students and financial institutions that need to process enrolment applications, such as those for Systematic Investment Plans (SIPs). We offer customized solutions that take the exact needs of different customers into account.

The benefits of outsourcing enrolment forms data entry work

Outsourcing enrolment forms data entry projects to Eminds Infotech has several benefits. We can help you:

- Focus on building your core competencies: Outsourcing services for data entry from enrolment forms to Eminds Infotech helps you focus on enhancing your value proposition. This helps increase customer satisfaction and strengthens your brand, which can help you survive in an increasingly competitive market
- Gain access to skilled managers: When you outsource enrolment forms data entry services to Eminds Infotech, you also gain access to its managerial talent pool. Our project managers work to establish an appropriate communication rhythm, which promotes transparency. In addition, they ensure that the timelines for all deliverables are met and the final product is of a superior quality
- Get access to trained personnel and cutting-edge technology: By outsourcing enrolment forms data entry services to Eminds Infotech, you can leverage the skills of trained data entry operators. This can help you turn around a large volume of work in a short period of time. In addition, you gain access to the latest equipment and state-of-the-art technology that you may not have in-house
- Get best in class services: When you outsource enrolment forms data entry work to Eminds Infotech, you get the best service possible. We have a stringent Quality Control (QC) process that ensures this. Once the data entry work has been completed, an expert team of proofreaders and editors checks the output for grammatical and contextual errors
- Get flexible services: Outsourcing enrolment forms data entry services to Eminds Infotech gives you flexibility. Depending on your requirements, Eminds Infotech can provide the final output in a variety of formats – MS Word, ASCII Text, Microsoft Access, etc. In addition, these final files can be delivered in different ways – using an FTP, VPN, or as e-mail attachments

Outsource Text & Numeric Data Entry Services to Eminds Infotech

Numbers and text are totally insignificant as long as they are not categorized and organized. At Eminds Infotech we understand the value of data and its potential significance to the entire information efficiency of an organization. This makes our data entry and data management service holistic and intelligent.

Eminds Infotech is a full fledged data processing and data management centre. With both manual and automatic text and numeric data entry services, we can handle almost any kind of data entry requirement. We capture data from various sources like hard copies, OCR/OMR etc. We then clean it, segregate, organize it and finally make the information digitally available. We have serviced information intensive organizations with their research, litigation and administrative data management requirements.

Why choose Eminds Infotech's text & numeric data entry services?

Eminds Infotech practices a meticulous approach in alpha numeric data entry to ensure that the final output serves high levels of utility to the client organization.

Here are the reasons which make Eminds Infotech's text data entry and numeric data entry services highly professional and in-turn beneficial to you:

- With the experience of handling numerous such projects, we can guarantee you accuracy, speed and high quality output
- We use state-of-the-art software and technology to automate your data
- We have a pre-defined, tested and proven data entry and management process
- Eminds Infotech can handle manual and automatic text and numeric data entry
- We can handle the entire gamut of data entry and data management services
- Your project will be handled by expert text data entry and numeric data entry operators
- You will get customized service according to the nature and scope of your requirements

The benefits of outsourcing text & numeric data entry services to Eminds Infotech

Here are some of the guaranteed benefits that you can enjoy by outsourcing your project to Eminds Infotech:

- You can be assured of 99.99% accuracy of your data
- You get your text and numeric data entry project done in quick turnaround time
- Save almost 60% on operation costs by outsourcing

- Be rest assured about the safety and confidentiality of your data as Eminds Infotech practices rigorous information security practices

Outsource Legal Documents Data Entry Services to Eminds Infotech

Are you looking for an expert to carry out data entry from legal documents? Are you looking for a service provider who can ensure absolute confidentiality? Are you looking for someone who can carry out data entry with absolute accuracy and at lower costs? If these are the questions that are running through your mind, then you have found the right data entry partner.

Eminds Infotech is a pioneer in providing legal documents data processing services to customers across the globe. Choose us for legal documents data entry services and get access to accurate services at affordable costs.

Why outsource data entry from legal documents to Eminds Infotech?

At Eminds Infotech, a team of highly knowledgeable data entry operators provide a wide range of data entry solutions related to legal documents. Our team of data entry operators is trained to provide swift data entry whilst maintaining the accuracy near to 100%. The operators are capable of working with different source formats like image, paper and electronic media and are well versed with most of the terminology used in the law business.

We provide data entry services in two different modes; Manual and Automatic. In the manual mode of data entry, a data entry operator would actually key in every bit of information from the paper document. In an Automatic mode of data entry, the data would be read from the paper documents using an OCR/ICR technique. The pricing for these methods would also depend on the volume of data entry and the complexity involved.

To avail our data entry services, you need to choose one of the three methods of source formats; data entry from a paper format, data entry from an electronic textual format or from an electronic image format. We would estimate the cost and timeframe based on the volume of data entry, complexity and the mode; and we guarantee that the costing and timeframes would be the cheapest and the fastest in the industry respectively.

You would also need to specify the platform of the data entry process; either a data management/collection tool or a simple textual authoring software. Upon completion of the data entry process, we would either send the textual format of data entry or let you evaluate the data entry on your data management/collection tool.

Some of the instances when you could avail our data entry services in terms of legal matters include

- Tax forms
- Divorce forms
- Insurance claim records
- Credit card applications
- Product registration details
- Shipping documents
- Property related documents
- Medical claim forms

Outsource Telephone Directory Data Entry Services to Eminds Infotech

How quickly a business responds to changes in the market can determine its survival. To ensure that they remain competitive, more companies are adopting the strategy of outsourcing non-core work to a specialized vendor. An outsourcing partner brings in specialized expertise at minimized costs. At the same time, precious resources can be diverted to generate more value for customers.

Eminds Infotech uses sophisticated technology to provide telephone directory data entry services to varied customers. We are committed to delivering the best service possible. We will work as your partner to help you realize your vision for your business.

Why outsource telephone directory data entry services to Eminds Infotech?

Information needs to be available in a readily usable format before a business can leverage it effectively. This is especially true for contact information such as data in telephone directories. Not only does digitizing this data make it more user-friendly, it also makes it more readily available to different levels within the same organization. Ready availability means that this information can be used to make better decisions.

When you outsource your requirements for telephone directory data entry projects to us, you can be assured of the best service possible. We not only increase the efficiency of this process, but also undertake rigorous Quality Assurance (QA) checks to ensure that keyed in information is validated for accuracy. With Eminds Infotech taking care of your requirements for data entry from telephone directories, you can focus your attention on

strengthening your core competencies. This can help you deliver enhanced value to your customers.

Benefits of outsourcing telephone directory data entry services

Outsourcing telephone directory data entry services to Eminds Infotech has several advantages. These include:

- **Increased usability of information:** By outsourcing your requirements for data entry from telephone directories to Eminds Infotech, you can leverage our capabilities to convert data into a usable, digitized format. With the latest information readily available, you can make better decisions and provide more value to your customers
- **Access to trained personnel and sophisticated technology:** By leveraging the expertise of Eminds Infotech's trained resources, you can turnaround a huge volume of work within a short time. In addition, when you outsource your requirements for telephone directory data entry projects to us, you gain access to sophisticated equipment and technology that you may not have in-house
- **Access to professional managers:** When you outsource telephone directory data entry services to Eminds Infotech, you can get access to the best project management skills. Our dedicated managers set clear expectations at the start of the project. They also help set an appropriate communication rhythm that facilitates open dialogs. In addition, they will work with operational teams to deliver superior services within mutually agreed timelines
- **Assurance of great services:** Eminds Infotech is committed to excellence. We have a rigorous Quality Control (QC) process in place, which ensures that you always get the best service possible. Once our data entry operators complete their work, a team of skilled editors checks it for any grammatical and contextual errors
- **Flexibility of services:** Eminds Infotech can accept data in nearly any format and also deliver the final output in any format of your choice. Some of the formats that we handle include PDF, ASCII, Microfilm, MS Word, HTML, etc. In addition, we can deliver/receive data through any method of your choice – by using e-mails, by uploading files on a secure FTP server, or by regular shipping (FedEx, UPS, etc)

Outsource Internet Data Input Services to Eminds Infotech

In order to remain competitive, businesses must focus on enhancing customer satisfaction. One way to do this is by outsourcing all non-core work to a specialized vendor. This helps divert precious resources to strengthening core functional areas. By focusing on generating value, a business is better able to differentiate itself from its competitors.

Eminds Infotech uses state-of-the-art technology to provide internet data input services to global organizations. When you leverage our services, you are assured of getting great services at minimized costs. As your outsourcing partner, we are committed to understanding your requirements and developing customized solutions that fit your unique requirements.

Why outsource internet data input to Eminds Infotech?

Eminds Infotech provides internet data input outsourcing services to fulfill the needs of diverse clients. Normally, internet data input work involves manually keying data into online web based applications or through remote access in windows based applications.

This process comes with the inherent challenge of verifying the data that has been entered. This can be difficult if the software application itself does not have a quality control functionality. In such a situation, an outsourcing partner such as Eminds Infotech can provide a significant value add.

In addition to handling huge amounts of data within short deadlines, we employ a rigorous Quality Assurance (QA) process to ensure that the final output is free from any errors. In this way, when you outsource internet data input projects to us, you can be assured of getting end-to-end services – from keying in data to validating it for accuracy.

Benefits of outsourcing internet data input projects to Eminds Infotech

Outsourcing your requirements to a data input outsourcing partner such as Eminds Infotech has many benefits. These include:

- **Access to trained personnel and sophisticated technology:** By leveraging the expertise of Eminds Infotech's trained resources, you can turnaround a huge volume of work in a short time. In addition, when you outsource your requirements for internet data input work to us, you gain access to sophisticated equipment and technology. These include the latest printers, scanners, etc.
- **Access to professional managers:** Eminds Infotech gives you access to the best project management skills. At the start of every project, your expectations will be discussed. This helps clarify the scope of the work, expected turnaround time, etc. The project manager also sets an appropriate communication rhythm, which helps promote transparency and serves as a feedback mechanism. In addition, our project managers will work with our operational teams to deliver superior services within mutually agreed timelines
- **Assurance of superior services:** When you outsource your requirements for internet data input services to Eminds Infotech, you get the best service possible. We ensure this through the use of a rigorous Quality Control (QC) process. After our data entry operators complete their work, a team of editors and proofreaders

will check the output. This process ensures that you get reliable services every time you work with us

Data Processing Services from Eminds Infotech

Do you have large volumes of unorganized data in your organization? You wouldn't even realize how they slowly start affecting the functioning of your business and distort your decision making. Data processing becomes imperative to bring in accurate information systems into your organization.

Eminds Infotech has a proven track record of handling data and information systems for customers across the world. We can digitize your raw data and transform it into useful information. You can leverage our expertise in handling data processing services. Rest assured that our services will eventually give you insightful data at your finger tips and improve your organizational efficiency.

Outsource Forms Processing Services to Eminds Infotech

Do you want to automate the collection of your data, cut down on costs and eliminate human errors while collecting data from customers? Just get in touch with us and we will meet all your form processing requirements.

Forms processing refers to a service where data from different fields of entry is extracted and converted into electronic formats. This electronic data can be stored in a secure location and accessed from multiple locations. Our forms processing services can help you store large volumes of critical data efficiently and securely.

Why should you outsource forms processing services to Eminds Infotech?

At Eminds Infotech, we have a powerful form reader tool which is capable of recognizing and processing manually entered data by using a high speed scanner. This scanner is 99% accurate and can process around 2500 words a minute. In the second method we will design an automatic form input system, collect and analyze the data from this form input system. We pride an expertise in both types of form processing, structured and non-structured. We have carried out form processing for clients with a variety of business processes. The workforce at Eminds Infotech is capable of working with different formats of data like HTML, CGI, ASP, JSP and PHP.

We have been highly appreciated by all our clients for the accuracy our speedy web form processing services. Some of the areas where we provide our form Processing services are:

- Payroll
- Resume Processing
- Accounts, tax and legal forms
- Order fulfillment
- Data conversion
- Insurance claims
- Warranty cards
- Medical Forms
- Application forms
- Online form processing

We also follow a methodic procedure to ensure that our clients are well aware of our operational efficiency.

- Initially we analyze your business process and suggest a form processing method to suit your business requirements
- Once the analysis is complete we initiate the form processing procedure either through our form reader tool or by designing an electronic form which can collect, collate and generate reports
- We are also flexible to make changes to your form interface and database collection methods on the fly. The changes will be thoroughly tested before the final implementation
- Constant quality checks and tool testing practices ensure consistency in the entire form processing service

Outsource Order Processing Services to Eminds Infotech

Clinching an order comes after tremendous hard work from all quarters of your company. You definitely don't want to mess up these orders at the stage of processing them. Let us help you process your orders and make sure that you don't miss out on those valuable leads.

Eminds Infotech can provide you with end-to-end order processing services. We can handle the entire process of order taking and order fulfilment. This would include:

- Order taking
- Purchase order management
- Customer database management
- Wire transfers
- Payment by telephone
- Multiple shipping and payment options
- Order fulfillment and status checks
- Order fulfillment and mailing services

How can outsourcing order processing to Eminds Infotech help your Business?

We have designed our order processing services aiming at a satisfied customer base for you and a highly robust fulfilment service. By outsourcing order processing services to Eminds Infotech, you can get access to the following benefits:

- You get a dedicated order fulfilment and processing team
- Your marketing and sales efforts can be completely focussed on bringing more and more orders, and you needn't worry about the rest of the processing
- Eminds Infotech can serve you with other services such as call centre services for order taking. This can help you make sure that you get the entire post sales processing done at one single point
- Eminds Infotech will take care of your compliance and regulatory requirements with regards to order processing
- Our experts will help you manage your inventory efficiently with our insights and reports

What are your advantages of partnering with Eminds Infotech?

We can guarantee you a complete and fruitful outsourcing experience. Here is what Eminds Infotech has to offer you:

- You get an operating cost savings of almost 60%

- You get a team of experts to handle your order processing
- Our team will be trained and educated thoroughly about your product and the proceedings to be followed
- We have a well defined process for our order taking services which will be customized to meet your specific requirements
- Stringent security policies and measures are adopted to give you a safe and risk free outsourcing experience
- A dedicated project manager who will co-ordinate and manage the entire process in collaboration with you

Outsource Insurance Claims Processing Services to Eminds Infotech

Processing insurance claims involves a lot of paperwork not to mention the time and money you'll have to spend in the process. There are possibilities that you might not reach an agreement with your insurer and decide to file litigation; in such a case wouldn't it be better to outsource data entry of insurance claims to a third party?

Eminds Infotech is a preferred offshore insurance claims processing organization with experience in the offshore insurance claims administration business for over nine years. We offer customized platforms, processes and resources specially designed for offshore insurance claims administration.

The need for outsourcing insurance claims processing services

Rising costs, market deregulation, threats from the external environments, stringent policies – all contribute in increasing the risk of running a business and it becomes imperative to take necessary steps in insuring your assets to overcome hurdles in the future.

On a similar note, insurance claims processing involves laborious tasks such as data entry and processing. Hiring staff to do this will only add to our overheads in addition to finding and training them for the task. In cases where you need claims settled, quickness in dealing with the formalities helps in settling the claim easily.

Can outsourcing help?

Outsourcing has come as a favorable option for many companies around the world – India, especially has seen the growth of many companies offering services such as insurance claims processing, data entry and other similar services.

With a qualified and trained pool of resources, costs are reduced greatly in addition to a much faster turnaround time. All this gives you more resources and time to focus on improving your core business processes than being worried about the backend operations of claims processing.

Why choose Eminds Infotech as your insurance claims processing partner?

- We dedicate a single team to serve you in the business of offshore insurance claims administration
- Eminds Infotech builds teams with the best and brightest members working together to serve you
- Robust infrastructure with multiple locations in India and in other locations outside India to maintain smooth operations and a faster turnaround time
- In the offshore insurance claims administration business, we offer a degree of continuity, accountability and intellectual property protection assurance that is unmatched in the industry
- By dedicating a single team to plan, develop, migrate, operate and optimize your processes, we eliminate the troublesome "hands off" steps that are common in BPO today
- Our aim is to transition your processes seamlessly. We are dedicated to adding value by generating savings, improving and increasing your core process capabilities

Outsource Credit Card Processing Services to Eminds Infotech

Today, businesses need to be able to provide significant value add in order to remain competitive. To ensure this, an increasing number of companies are adopting the strategy of outsourcing non-core areas of work to an expert partner. This leaves them free to focus their energy on strengthening core competencies.

Eminds Infotech leverages cutting-edge technology to provide credit card processing services to global clients. We are committed to providing the best service possible at minimized costs. We focus on proactively responding to your needs, so you can be assured of a partner that puts you first.

Why outsource credit card processing services to Eminds Infotech?

Eminds Infotech leverages an optimum mix of people and technology to provide credit card business processing services to organizations around the globe. Our focus is on creating value for our clients instead of just streamlining transactions and producing

statements. With Eminds Infotech taking care of your requirements for credit card processing systems, you can divert precious resources to building core areas of strength.

Our services can help you effectively manage both your consumer and commercial credit accounts. Also, we provide customized solutions that fit your exact needs. The diverse range of credit card business processing services that we offer includes:

- Cardholder management
- Billing services
- Check processing
- Payment (including e-Payment) processing
- Cash management
- Account execution
- Promotional programs
- Fraud detection and management
- Handling of customer queries

With Eminds Infotech as your partner, you can reduce transaction processing time and decrease the time taken to resolve customer queries. This, in turn, results in increased customer satisfaction and higher retention levels.

Benefits of outsourcing credit card processing services to Eminds Infotech

Outsourcing credit card processing services to Eminds Infotech has several advantages. These include:

- **Access to trained personnel and cutting-edge technology:** By leveraging the expertise of Eminds Infotech's trained resources, you can turn around a huge volume of work in a short time. In addition, when you outsource your requirements for credit card processing systems to us, you gain access to sophisticated equipment and technology that you may not have in-house
- **Access to management expertise:** When you outsource credit card processing services to Eminds Infotech, you get access to the best project management skills. Our dedicated managers set clear expectations at the start of the project. They also help set an appropriate communication rhythm that facilitates open dialogs. In addition, they work with operational teams to deliver superior services within mutually agreed timelines
- **Assurance of superior services:** Eminds Infotech is committed to excellence. We have a rigorous Quality Control (QC) process in place, which ensures that you always get the best service possible

Outsource Transaction Processing Services to Eminds Infotech

The better value that a business provides to its customers, the better its chances of surviving in today's highly competitive environment. To increase customer satisfaction, an increasing number of companies are outsourcing non-core activities such as transaction processing services to a skilled vendor. This strategy ensures that they can focus on building their strengthening their core functional areas.

Eminds Infotech provides transaction processing services to global organizations. By outsourcing data transaction processing services to us, you can streamline your business processes. At the same time, you are assured of getting superior service at minimized costs. Eminds Infotech is committed to partnering with you to help you realize your vision.

Why outsource transaction processing services to Eminds Infotech?

Eminds Infotech understands how important it is for you to improve operational efficiency. By outsourcing transaction processing services to us, you are assured of getting the best service possible at minimized costs. In addition, you get solutions that are customized to fit your exact needs.

Our online transaction processing services serve the needs of varied clients. They include:

- **Claims Processing Services** – These refer to the capture of electronic information, its verification, determination of eligibility, as well as the reporting of information. In addition, there are future opportunities for providing higher-end services such as data mining and analysis
- **Loan/Mortgage Processing Services** – These encompass information capture, verification of information on loan/mortgage applications forms, and screening these applications against predefined criteria
- **Order Processing Services** – These include processing of application forms (both paper and electronic) such as those for credit/debit cards. They also include verification of information, authorization, and confirmation

Benefits of outsourcing transaction processing services

Outsourcing transaction processing services to Eminds Infotech has several benefits. These include:

- **Increased focus on core competencies:** Outsourcing transaction processing services to Eminds Infotech frees you to focus on developing better products and

- services. Adopting this strategy can help you survive in a fiercely competitive environment
- **Access to trained personnel and sophisticated technology:** When you outsource data transaction processing to Eminds Infotech, you gain access to trained personnel. In addition, you can leverage state-of-the-art technology and equipment
 - **Access to superior project management:** Eminds Infotech has a great managerial talent pool. Our dedicated project managers ensure that timelines for all deliverables are met. They also facilitate transparent communication through the use of conference calls, e-mails, and regular status updates. In addition, they work with operational teams to ensure that the quality of the final product is optimized
 - **Assurance of quality:** When you outsource data transaction processing services to Eminds Infotech, you are assured of best-in class services. We ensure this by following a stringent Quality Control (QC) process. Once our data entry operators have finished their work, a dedicated team of editors checks it for grammatical and contextual errors

Outsource Survey Processing Services to Eminds Infotech

Surveys are a cost-effective way in aiding the data needs of any organization. Surveys are conducted mainly to:

- Solicit customer feedback on a company's products and services
- Assess employee productivity
- Measure organizational performance
- Survey market needs and trends

Though there are many tools online that lets you conduct surveys they are optimal only to an extent. It fares badly when you are looking for in-depth insight into the strategic needs of the market, organization and the customer.

Eminds Infotech's survey processing services

Outsourcing your survey processing needs is an effective way to stay on top of your market, customer and organizational needs, which are constantly changing. Eminds Infotech has the capacity to handle the entire gamut of processes in a survey process.

1. Survey setup

You need a well structured process in order to maximize the effectiveness of your survey needs. We will work with you to understand and then map the elements needed in the survey process.

2. Survey design

Once the process plan is laid out, we will prepare questionnaires, forms and other methods of capturing data. The emphasis will be here to entice responses from the target audience that you have focused on.

3. Information gathering and survey distribution

Through web-based surveys from questionnaire set-up, through distribution, data capture and analysis, we'll work side-by-side to ensure your survey results meet your analysis needs.

4. Survey scanning

With our expertise in Optical Character recognition (OCR) and Intelligent Character Recognition (ICR), we are able to quickly convert data captured in various formats. Since we also provide OCR and ICR services and through access to the right tools, the time taken to capture and convert data is reduced.

5. Survey data entry

The next process involves entering the captured data into excel spreadsheets or databases. This allows for better analysis and data extraction.

6. Survey data analysis and reporting

Based on the scope of your project, we conduct statistical tests such as correlation tests, ANOVA sampling or cross table analysis, as be the case. In other cases we query databases to mine data. This information is then presented in graphical and tabular forms.

Email Support Services

Offshore Email Support Services and Non-Voice Call Centers

Email has now become the primary means of data transmission and customer relationship management. As a result many companies are outsourcing their non-voice call center needs, including Email support services.

What role does an email support service play in my company's eCRM program?

- Email has now become the primary means of data transmission and customer relationship management. As a result, many companies are outsourcing their eCRM needs, including email support services.
- Low cost, non intrusive and any time-anywhere access are some of the advantages of email based communication.
- An efficient email response service is crucial to any company's brand building and growth.

How can offshore business email support services help me?

- Having your customer's email queries answered promptly, efficiently and accurately is bound to increase customer satisfaction.
- Offshore email services enable you to balance work between peak and off-peak periods.
- As a result it makes sense to outsource web-based support systems so that you can maximize focus on core competencies. This in turn enables efficient time utilization.
- Having a professional offshore email based support system ensures lower call volumes and substantially reduces costs for voice support.

Efficient email support services from Eminds Infotech

⇒ Appropriate email responses on a 24x7 basis

⇒ Real-time email answering services

⇒ Prompt & personalized email responses to every customer

⇒ Benefit from satisfied customers & repeat business

How will this setup work?

- A knowledge base of frequently asked questions and answers will be created in collaboration with our customers needs and requirements.
- The knowledge bases are continually updated and improved, based on our agent's interactions with customers.

- Realizing that there are few quick fix solutions, our agents are thoroughly trained and familiarized with the client's processes, products and services.
- When an email is received, incoming messages are scanned and routed to the appropriate agent. Our trained and competent agents provide clear, consistent, and complete answers to increase customer satisfaction and reduce follow-ups.
- The use of a database that holds standard responses to frequently asked questions ensures that the agents' have access to quick and standardized responses. The online knowledge base can also be used to provide immediate personalized responses to customer queries.

What services can I expect from Eminds Infotech's offshore business email support services?

We have successfully and competently handled email support services for several global giants and our experience ranges from handling simple as well as complex issues.

Our email services are comprehensive and include-

- Customer care
- Technical support
- Order fulfillment
- Verification
- Complete query resolution
- Resolving escalated cases

We also support service level agreements (SLAs) based on client requirements, thereby providing answers via email within the time window agreed upon by both parties.

Why outsource email support services to Eminds Infotech?

- EMINDS INFOTECH is a company that has established itself in the field of outsourcing for the last six years and gained competencies in other channels as well.
- We have the expertise to control scale with complexity and have maintained a reputation for reliability and quality assistance with our customers especially in the sphere of email support.
- We understand the dynamics of email support or eCRM and the fact that it is a developed hi-tech industry.
- Our core business is enriching customer experience while at the same time ensuring quick, cost effective one-stop solutions.
- With a very high degree of process control, we bring to the table the top email customer support in the industry.

Chat Support Services

Outsourcing Chat Support Services to India

Online chat support is yet another way of providing better, faster and efficient customer support services to your customers. Web based chat support is live and your customers can get immediate answers to their queries and immediate solutions to their problems. Such efficient customer care can improve your business and increase your profits. Outsourcing live chat support services to EMINDS INFOTECH can help you benefit from expert, efficient and cost-effective online chat support services. By outsourcing chat support services to EMINDS INFOTECH, you can concentrate on your core business and reap the benefits of providing your customers with competent customer care services. Outsource web based customer care services to India and benefit from these advantages.

How does offshore live chat support work?

Organizations who wish to provide live help for their customers can outsource live chat support services to EMINDS INFOTECH. At Eminds Infotech, our efficient customer care executives can answer the queries of your customers or just provide information to the visitors on your website. Online chat support services are carried out as follows. When a visitor to your website wants some information or has a query to ask, he/she simply clicks on the live chat link present on your website. This will initiate the live chat session. The customer care executive back at Eminds Infotech will then assist this visitor and answer his/her queries. The customer care executives at EMINDS INFOTECH will also be able to cross-sell and up-sell your products when they answer your customer's queries. Outsource chat support services to India and benefit from the unique advantages that chat support offers.

What type of offshore chat support services can be outsourced to India?

Live chat support services can be employed for helpdesk desk services, for improving customer relationship services on your website and for business related queries. It can also be used as an effective method to cross-sell and up-sell your products and services.

The benefits of offering live chat support to customers

Live chat support is an effective means of customer support as the visitor to your website can get answers immediately. It is also advantageous, because personal attention can be given to each of your customers. The well-trained customer care executives at Eminds Infotech can individually answer each of your customers and this would bring about a tremendous improvement in business. Offering a live chat support service on your website also strengthens your website and improves your organization's customer care as viable customers can get answers immediately.

Providing a live chat support option on your website is also an ideal way of giving your customers personalized information about your products and services. Having a live chat support option on your website enables your customers to get ready answers from anywhere at anytime. Online chat support can give your customer answers immediately and customers need not wait for emails to answer their queries.

Advantages of outsourcing live chat support services to India

Outsourcing chat support services to EMINDS INFOTECH can help your customers in the following ways. EMINDS INFOTECH's efficient chat support executives can help visitors to your website find the product or service that the customer is looking for and also provide extra information about the product or services. Our online chat support executives can effectively, up-sell or cross-sell products and services, help customers fill in forms, orders and details for online transactions. Live chat support is personal and our online chat support executives can give individual attention to each of your customers. EMINDS INFOTECH's live chat support executives can also make the selling process short and convert the visitors to your website into potential buyers.