



# **ViciDocs BPO for Medigain Inc.**

A Case Study





# Background

Medigain is a Texas-based service provider focused on accounts receivable management for the healthcare industry

It uses ViciDocs for :

- Scanning, uploading and sharing documents
- Routing documents to folders using OCR
- Viewing scanned images for data entry
- Workflow for data entry, QC, verification by CAs
- Tracking of the status by the clients



## Client Application

- This application is installed at client
- It monitors a directory and when images are scanned in directory, application uploads them to ViciDocs server
- Period of upload, directory etc. can be set

**Upload Settings**

Profile Name : StanLee

Server Name : 192.168.03

User Name : ClientUser

Password : xxxxxxxx

Folder to Monitor : D:\StanLee\upload

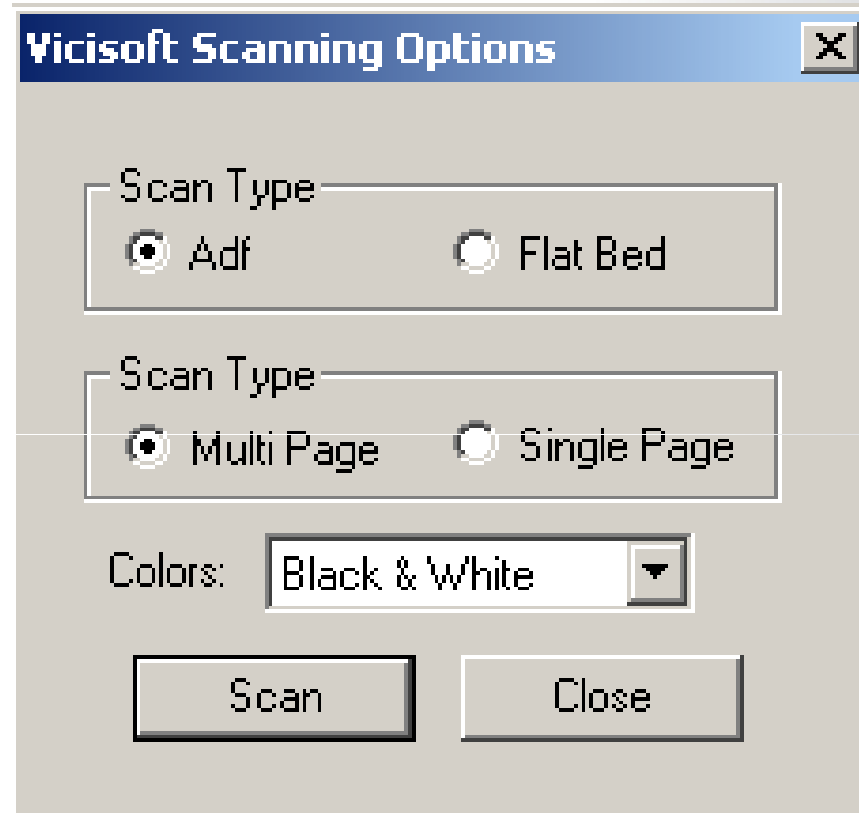
Archive Folder : D:\StanLee\uploaded

Time interval : 1 (Min)



## Client Application (contd...)

Allows scanning of the documents with multiple scanning options.





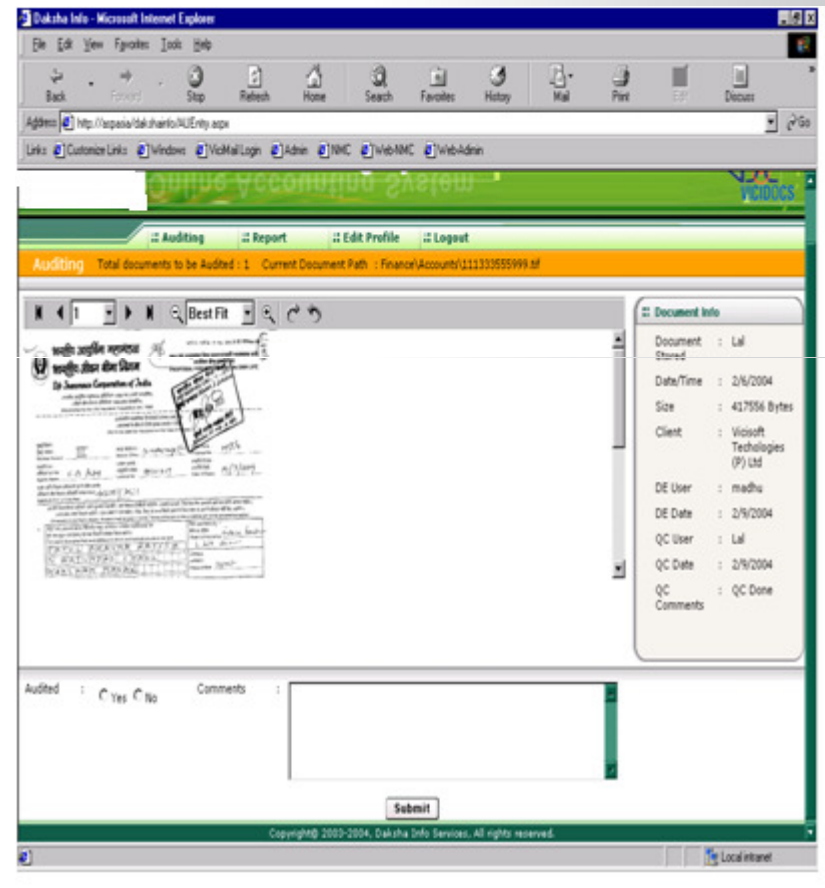
# Sorting

- OCR is used to sort out the images to folders
- The top two lines of OCR output of the scanned image are parsed to get company name
- Based on company name folders are created and scanned images are routed to the folders



# Quality Control Role

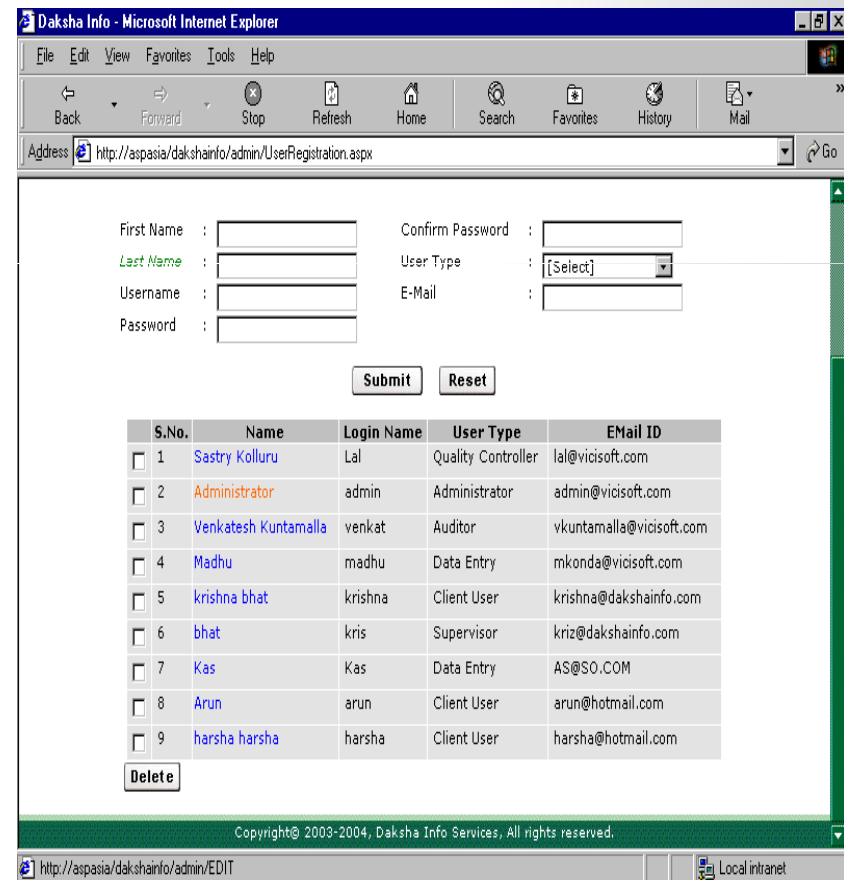
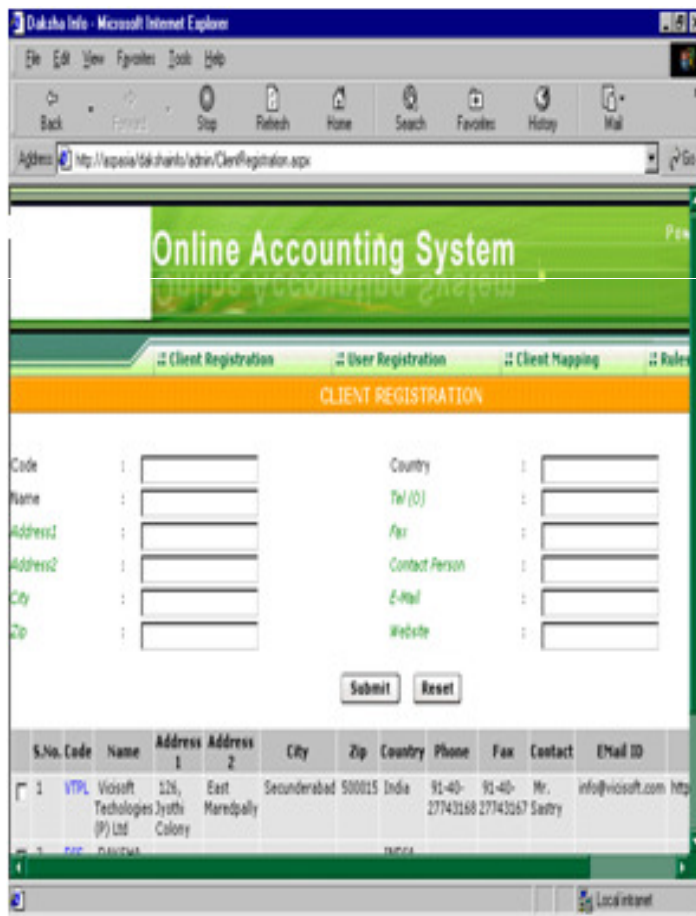
- Can view the image
- Can view the details of the processing like data entry operator, date of entry etc.
- Can send the work back in queue if rejected





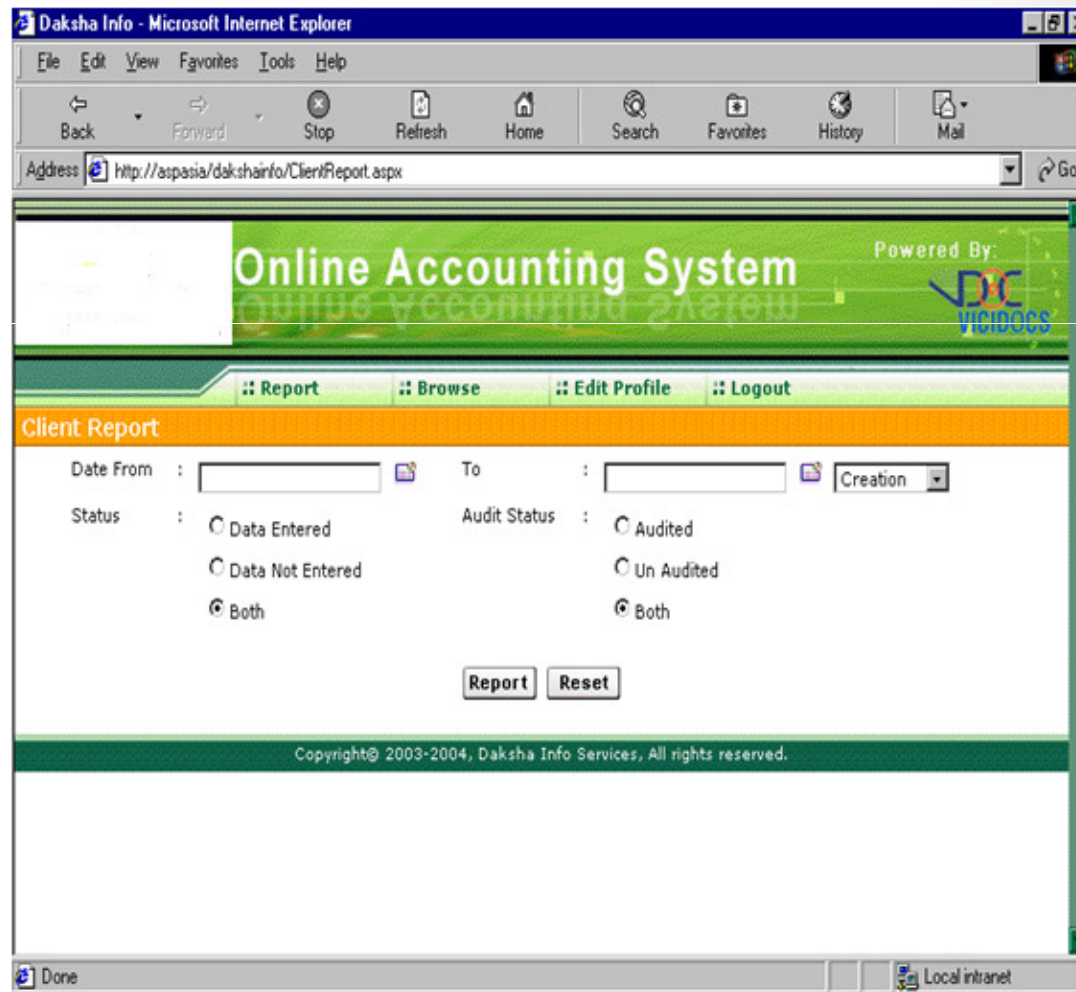
# Administrator of BPO Company

- Administrator can set up clients, users etc.
- Users can be given various roles like data entry, QC etc.



# Client Login

Client can view the status of the work :



The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Daksha Info - Microsoft Internet Explorer' page. The address bar shows the URL: <http://aspasia/dakshainfo/ClientReport.aspx>. The page features a green header with the text 'Online Accounting System' and 'Powered By: VICIDOC'S'. Below the header, there is a navigation menu with links for 'Report', 'Browse', 'Edit Profile', and 'Logout'. The main content area is titled 'Client Report' and contains a form with the following fields and options:

- Date From :  To :  Creation
- Status :  Data Entered  Data Not Entered  Both
- Audit Status :  Audited  Un Audited  Both

At the bottom of the form, there are 'Report' and 'Reset' buttons. The footer of the page contains the text: 'Copyright© 2003-2004, Daksha Info Services, All rights reserved.'



## Benefits provided by the solution

- Convenient capture of the documents without emails/hardcopies being sent back and forth
- OCR-based routing saves manpower cost
- Data entry productivity improved by friendly user interface and elimination of duplicate work being done earlier
- Better measurement of productivity of data entry agents and supervisors
- Improvement in customer satisfaction due to faster turnaround time and better access to information



# Thank You

For any further information please contact

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