



## Case Study

<b>Project Name</b>	Citations for various USA counties
<b>Client</b>	A large firm in the USA handling citations related end to end processing activities for many USA traffic courts
<b>Volumes per annum</b>	Approximately 5 million images pertaining to traffic citations
<b>Mode of delivery of images</b>	Over secured File Transfer Protocol
<b>Mode of upload of data to client</b>	Over secured File Transfer Protocol
<b>Turn around time</b>	14 hours from receipt of the images at Tricom
<b>Process followed</b>	<ul style="list-style-type: none"> <li>✓ Redaction of personal data from images sent offshore</li> <li>✓ Non-redacted personal data to the onsite processing centers</li> <li>✓ Stamping of images into Citations &amp; Attachments</li> <li>✓ Double Key</li> <li>✓ Compare</li> <li>✓ Quality checks</li> <li>✓ Final checks</li> <li>✓ Merge onsite &amp; offshore data</li> <li>✓ Deliver cumulated data to client</li> </ul>
<b>Challenges faced</b>	Traffic tickets issued from within different counties and by different traffic/police officers, resulted in a wide variance of the descriptions used for similar offenses (no standardization); all handwritten (and not neatly); and, a lack of consistency in citation form structure.
	Large batch size resulted in slower transfer of images to Tricom
	Client was spending an inordinate amount of expensive, on-site resources to capture citation information. They needed a solution which would protect personal information from being processed from outside the US (a key requirement of our client's customers) and, at the same time, capture citation information quickly, at the lowest possible cost and at the lowest error rate so that their customers could mount effective prosecutions.

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<p><b>How Tricom helped transform client's business</b></p>	<p>The business rules were moved into the software layer so that the processors needed to remember very few, least complex rules</p>
	<p>A data transfer load study was conducted by Tricom and the client was advised on the ideal batch size for transmission. Processors at Tricom started the keying process the moment each batch was received. This ensured a continuous workflow along with batch transmission from the client</p>
	<p>Each image was split into four zones.</p> <ul style="list-style-type: none"> <li>- Zone 1 pertained to personal information which was not keyed offshore</li> <li>- Zone 2 pertained to vehicle information with its own set of lookup tables</li> <li>- Zone 3 pertained to violation information with its own set of lookup tables</li> <li>- Zone 4 pertained to the location / street details where the offence occurred for which the traffic citation was issued</li> </ul> <p>This zoning concept brought in by Tricom ensured that:</p> <ul style="list-style-type: none"> <li>a) Batches of processors could be trained to key a particular zone</li> <li>b) Processors could gain productivity very easily due to this focused approach</li> <li>c) Each processor had to remember less number of business rules</li> <li>d) Scrolling of the image (up, down, left &amp; right) was not required thus adding to the speed per processor</li> </ul>
	<p>Tricom has processing centers at Phoenix &amp; Morton in the USA. These sites were utilized to key in the personal data. All non-personal data is keyed offshore.</p> <p>Tricom added a data merge phase for all data elements processed out of the offshore, Phoenix &amp; Morton facilities.</p> <p>This ensured that the client expectations were met in totality while the data was supplied back to the client as a consolidated entity</p>
<p><b>Client appreciation</b></p>	<p>The client has repeatedly acknowledged the 'out of box' thinking brought in by Tricom along with technical insights provided by Tricom to manage this project with high quality given high volumes.</p> <p>Tricom is today considered as a partner of the client based on the relationship growing from strength to strength since the year 2002.</p>

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