

Case Study

Project Name	Creation of eBooks for eReaders
Client	One of the largest publishers and content aggregators
Volumes	Over 1500 pages per week
Mode of delivery of images	Over secured File Transfer Protocol
Mode of upload of data to client	Over secured File Transfer Protocol
Turn around time	Weekly deliveries from receipt of the images at Tricom
Process followed	<p>Pre-production analysis and rapid customer interaction</p> <p>Data extraction from images through double-pass method</p> <p>Electronic proofing of data</p> <p>Data integrity checks</p> <p>Development of conversion tools</p> <p>Tagging of data to EPUB and Mobi formats</p> <p>Parsing and validation of tagged data</p> <p>Final checks</p> <p>Delivery of validate XML files</p>
Challenges faced	Client's expectation of 99.995% of data accuracy
	100% tagging accuracy
	Strict schedule adherence
How Tricom helped transform client's business	<p>Tricom deployed the following time tested project management methodologies —</p> <ol style="list-style-type: none"> Detailed pre-production analysis of client supplied source materials, keying guidelines and specifications Role and responsibility definition to all the members of the project team. Client communication and project status reporting templates used. Queries posted to client at the appropriate time to seek clarification and avoid any possible errors. Project is monitored through well defined trackers and dashboards
	Tricom developed the necessary software tools in-house to prompt the coders avoid any errors and ensure the expected quality
	Suggested best practices and new methodologies to the client to improve the overall standards of the deliverables
Client appreciation	Client constantly acknowledged 'out of box' thinking brought in by Tricom along with the technical insights to manage this project with high quality

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