



## About the Company

Founded in 1999, brainBox Technologies Pvt. Ltd. is a technology-driven company providing Total Data Management & Archival Solutions for the Medical, Legal, Information and Title Industry that helps you take control of your data with greater flexibility, ease of management and improved efficiencies in business processes. We guarantee superior customer service and cost-effective custom solutions.

Combining years of content management and technology experience with an absolute dedication to client support, the management team of brainBox Technologies are committed to the highest standards personally communicating milestones and project-specific information.

Leveraging the advantages of 150 man years of experienced industry professionals and an extensive, highly skilled human resource pool, brainBox Technologies is positioned to provide the highest quality cost-effective service for our broad client base.

A Chennai based Indian Company with delivery center in Chennai, India and marketing office in Sharjah, UAE, brainBox Tehnologies Pvt. Ltd. has over 350 employees in its delivery center. brainBox empowers our clients, associates and employees with solutions and services that help them become more efficient as a whole.

## Mission Statement

To achieve our objectives in an environment of fairness, honesty, and courtesy towards our clients, employees, and vendors.

## Vision Statement

To be a globally respected organization that provides best-of-breed business solutions, leveraging technology delivered by best-in-class personnel.

## Core Verticals

Our integrated solutions are designed to provide you cutting edge outsourcing solutions, thereby bringing you significant cost savings in the long term. brainBox is dedicated to long term outsourcing partnerships with its clients through a 24x7 personalized service:

- a Transcriptions
- a Title Processing
- a Data Processing Solutions
- a Litigation Support Services



## Medical Transcription Division

Since its inception in 1999, brainBox carries a very experienced team of professional project managers, editors, and transcriptionists. Seamless delivery of quality reports has been our prime focus, and we will go the extra mile to satisfy all our customer requirements.

### **Technology**

EzTrans - Software that is used is a custom-built up gradable transcription software suite. The utility is a complete package that comes with a Scheduling module and a Logistics module to maintain and monitor work flow from client site to production facility and return of completed reports back to client site. The utility provides multi-word processor support such as MS Word, Word Perfect etc. Productivity tools generate production reports and status reports that help tracking of work at every stage of the workflow. The software also incorporates template generators, line counts, built voice modulation with capability of processing multiple voice formats.

### **Workflow**

Digital voice files are picked up and passed through our automated conversion program that outputs the final voice file in the wave format to our local servers.

The scheduling program kicks in, assigns and distributes voice files along with header text files to the individual transcriptionist based on preset parameters including experience, track record, work or report type, and priority.

MT logs on and picks up files, transcribes the files, and passes the transcribed report to the QA cell.

QA starts with sub-editing, to bring reports to edit quality.

The next step of QA involves editing, working in tandem with specialist "names only" and "blanks only" editors before it passes to the final "Super-Editing" editing stage.

As an additional QA check, every report is printed out and passed on to a team of proof- readers who glean reports for grammar, style and presentation compliance.

The dispatch team runs the reports through a format checker, line count and log sheet generator, and then uploads the reports to the client site.

The entire QA process takes place in four stages that ensures that the reports are "client or hospital ready". The QA team comprises doctors, English trainers and experienced transcriptionists.

### **Capability**

Currently handling about 40,000 lines a day and with expandable capacity of another 40,000 lines, brainBox is well positioned to take on high volume Transcription projects.



## Title Processing Division

brainBox Technologies Pvt. Ltd. offers a comprehensive solution to meet the most complex data processing needs of the Title Industry. brainBox has experience in handling Title services that include:-

- a Traditional Title services for residential and commercial real property.
- a Settlement and escrow services for approved mortgage lenders.

brainBox carries a very experienced team of professional project managers, quality auditors and processors. Seamless delivery of quality reports has been our prime focus, and we will go the extra mile to satisfy all our customer requirements.

### **Technology**

EzTitle - Software that is used is a custom-built up gradable Title software suite. The utility is a complete package that comes with a Scheduling module and a Logistics module to maintain and monitor work flow from client site to production facility and return of completed commitment back to client site. Productivity tools generate production reports and status reports that help tracking of work at every stage of the workflow.

### **Workflow**

Abstract files like PDF, Tiff, PFD etc... are sent as email attachments to our secured information server.

The scheduling program kicks in, assigns and distributes the source files to various processors based on priority, their experience and track record.

The processor logs on, picks up files and captures the required information from the abstracts like Deed, Judgments, Liens, Exceptions, Property and Legal to complete a commitment and and passes the coded report to the QA cell.

The QA starts with cross verification against the original documents, to bring reports to final uploadable quality.

As an additional check, the legal description of every document is printed out and passed on to a team of proof-readers who glean the documents for formatting etc.

The proof-read copy is given back to the QA who makes correction to the final copy and then logs on to the client system to upload the document.

The entire QA process takes place in three stages that ensures that the documents are "client ready".

### **Capability**

We can handle considerable volumes, which helps our clients grow their business and not worry about additional costs. Many of our clients are now able to streamline their operations and handle their data and document processing centrally, even while working from multiple locations.



## Data Solutions Division

Our Data Solutions Division offers high-quality, cost-effective services ideally suited to high-volume applications such as forms processing, keying from images, legacy data conversion, data extraction from the Web, electronic publications, file conversion, and data processing.

### Data Capture, Processing and Solution

We can convert virtually any type of source material to any data structure, whether the starting point is paper, image files, or electronic data.

- a Hardcopy/printed matter to MS-Word, ASCII, SGML, HTML, XML and WordPerfect.
- a Scanned Image processed to any database format.
- a Development of DTDs & development of conversion specifications.
- a Porting of electronic data i.e conversion services from Pagemaker, Quarkxpress, Framemaker, PDF to SGML, HTML, XML.
- a Extensively worked with providing various output solutions such as Open e-Book, Metatext and e-Book reader formats such as MS-Doc Lite, Adobe e-Book, Palm, Moby pocket.
- a Providing complete navigation support for electronic files and e-books such as hyperlinks, creating pop-ups, linking indexes and glossary, electronic TOC.
- a Creating PDF documents from hardcopies (Print on demand formats and Open e-Book formats).

### Image Processing

Type of data captured from images:

- a Consumer Surveys, Reader Response Cards
- a Testing & Certification Forms
- a Enrolment Data
- a Inventory Control Records
- a Credit Applications, Credit Card Application / Statement / Charge Slip
- a Insurance Claims
- a Pension Information
- a Routing Slips
- a Library Records

### Document Scanning and Data Entry

brainBox Technologies offers on-site scanning of documents. BBT converts data and documents in English or any native language from a wide variety of sources, including paper, books, journals, periodicals, micro-fiche, electronic images, graphics, film and databases. A thorough quality assurance workflow ensures 99.99% accuracy.

### Web-based conversion services

- a Capturing content for online databases, data portals, educational, research and information websites.
- a Online content corrections and tag edits.
- a E-cataloging services using XML DTD's.



## Litigation Support Division

brainBox Technologies Pvt. Ltd. offers image coding & indexing services with specific reference to the legal industry such as law firms and imaging companies. Our service will help clients manage and optimize your image data in terms of storage, archival and retrieval.

Our litigation support capabilities include:

**Document Indexing/ Coding Services** — We provide management of data in the form of written or physical correspondence, e-mail, word processor files, spreadsheets, databases, images, graphics, or other applications.

**Optical Character Recognition Services** — Comprehensive OCR ensures accurate reproduction; our integrated, three-pass data-capture and verification process ensures data reproduction and accuracy at 99.995%. Your documents are converted with Bates numbers to an electronic database format that is both platform- and application-independent.

**Document Clean-up** — Scanned electronic data is cleaned to eliminate duplication and non-standardization.

**Database Development** — Our database format provides flexibility in being able to catalog and retrieve information, either as complete data or as records with fixed fields. Documents can be indexed and abstracted with searchable query or keyword search.

**Litigation Platform Integration** — brainBox offers familiarity and seamless integration with most standard litigation support service applications, including Concordance, Ringtail, Summation, IntroSpect, Indata, JFS Litigator's Notebook, and others.

**Cost-Savings** — Attorneys and paralegal personnel save time and financial resources by receiving end-to-end solutions and access to comprehensive searchable databases.

**Client-Specific Design** — Databases are tailored to each customer's specific coding and indexing needs, providing the required level of customization and attention to specific data types.



## Human Resource

BBT's HR program is designed to attract the best young talent, reward performance and retain the best talent.

**B**est Recruitment - Selection based on education, experience, technical competency and attitude compatibility.

**B**ig Rewards - Suitable rewards based on performance measured against set goals.

**T**alent Retention - Brightest talent is retained by offering Planned Career Growth Path, with job rotation and skill enrichment.

## Training

brainBox Technologies has three training programs:-

- a Induction Training - For fresh recruits, which covers company orientation, process, client specifics and effective people skills.
- a Ongoing Training - For all existing personnel, which covers specialized topics for continuous skill upgrading, leadership skills, customer relationship management, and other soft skills.
- a Retraining - Laggards given opportunity by counseling and retraining.

## Infrastructure

- a Certified structured network with managed switches & security appliances
- a Dedicated IBM X-Series servers running MS Windows 2003 for production, FTP, mail, and database services
- a Intel P IV production computers
- a Macintosh computers
- a 5 High-speed duplex scanners & printers
- a Nightly onsite & offsite backup
- a 1 Mbps leased line and 512 Kbps backup link



## Data Security

BBT takes data security and the management and safeguarding our customers' privacy very seriously. The security, availability, and integrity of the data you synchronize with our service is our highest priority.

### **Employee Commitment to Customer Security:**

Our corporate policies outline our expectations for our employees and their commitment to data security in detail. These policies address all activities that have an impact on the security of our service and your data. In addition, our policies and security practices are regularly reviewed in order to keep both human and system resources up-to-date.

### **Firewall**

Our entire structured network is secured by a powerful packet filter-based firewall. The firewall Inspection Module controls the traffic between the network interface card driver and the TCP stack. This enables ultimate control over all Internet traffic by capturing both outgoing and incoming packets. Specific/separate rules are deployed for outgoing and incoming packets. The entire network, as well as the servers, are fully protected from hackers by Network Address Translators to hide one or both end-points of communications.

### **Vulnerability Assessment and Intrusion Protection**

Proactive vulnerability scanning is done regularly to make sure the firewall's demilitarized zone is intact. Total virus defense is achieved using leading antivirus software such as McAfee VirusScan and Norton AntiVirus. Up-to-date real-time scans, centralized client control, an alert management system, and e-mail protection ensures superior virus detection, interception, and cleaning.

### **Encryption**

We have deployed various encryption methods to transfer data using our dedicated communication lines. Server Gated Crypto (SGC) and Secure Sockets Layer (SSL) security protocols enables encrypted data transfer using FTP or web-to-host applications. All connections are established securely via state-of-the-art SSL encryption. This protects confidential information from interception and hacking. Global Server ID and Secure Server ID addresses the problem of browser-dependent encryption capability and imposes a 128-bit SSL session between the browser and our web server.

### **Data Integrity**

BBT performs constant monitoring and complete logging of all activities occurring in our system, programs, and network to ensure that information is changed only in a specified and authorized manner.

### **Disaster Prevention/Recovery**

Our state-of-the-art facilities are equipped with detailed disaster prevention/recovery procedures to manage and minimize damage or disruption and to ensure stability.

### **Data Repository**

BBT employs regular online and offline data backup systems in addition to a secure, fileproof, offsite data storage facility.



## Benefits of Process Outsourcing

- a Reduce and control operating costs
- a Improve company focus
- a Strategic geographic location
- a Gain access to world-class management expertise
- a Free internal resources for other purposes
- a Enhanced performance
- a Greater experience base
- a Reduce resource retention requirement
- a Committed cost structure

## The Key benefits of Outsourcing to brainBox

- a Globally Trusted IT enabled services company
- a Client-Process focused structure
- a Well-defined standard operating procedures(SOPs)
- a World class infrastructure and resources that insures quality delivery
- a Continous training and development of human resources
- a Highly skilled, dedicated and motivated human-resource team
- a Confidentiality and security of data in every offering is made
- a 24X7 customer support
- a Strategic geographical location to harness time and economy of scale advantages
- a Guaranteed accuracy, timely delivery and consistency
- a Seamless client and project specific adaptability through change management
- a Systems, solutions and services that give customers greater value-adds and market expandability



## Business Alliance

**Hofinsoft**

*Not just meeting challenges, conquering them.*

**Hofinsoft Technologies Private Limited** – [www.hofinsoft.com](http://www.hofinsoft.com)

Hofinsoft is an acknowledged leader providing best of breed solutions for enterprise asset management. Hofinsoft also provides IT solution, including Biometric solutions to variety of process industries in India and abroad, and is certified with ISO 9001 for their software development partner for Microsoft ERP solution - Microsoft dynamic AXPTA.



**Prumatech Services Limited** - [www.prumatech.com](http://www.prumatech.com)

With over 1000 employees, and offices located in India, Malaysia, Dubai, US and UK, the Company is a ISO 9001 certified and managed by a team of professionals with extensive international experience in their respective fields of specialization. Prumatech is dedicated to providing professional consultancy and contract services in the areas of, Materials Management Services, Maintenance Consultancy Services, Engineering Services, Related Information Technology and Warehousing Services for the petroleum, petrochemical, process, metallurgical, engineering and other industries.

**ProPart**

**ProPart Solutions India Private Limited** – [www.propart.biz](http://www.propart.biz)

An ISO 9001 certified company with offices in the US and India and over 50 professionals, ProPart currently offers clients the best in-class management of their outsourced processing related to:-

- a. Accounting Services
- b. Tax services
- c. Payroll Services
- d. End-to-end Sales Order Processing.
- e. End-to-end Purchase Order Processing.

## Business Associate



**Worldwide Digital Services, Inc. (USA)** - [www.wwusainc.com](http://www.wwusainc.com)

Worldwide Digital, Inc. (WWD) was formed specifically to provide back-end office support to medium and large-scale firms. WWD provides top-notch quality data capture and management services along with great customer support - a combination that can't be beat. WWD provides these services to fulfill the conversion requirements of a wide-ranging industry segment that includes corporations, federal and government organizations, educational institutions, research facilities, law firms, litigation support organizations, universities, publishers, and database developers who need data captured, converted and processed into a required format.