

Case Study: UCG Center for Communications Management Information (CCMI)



Client Profile

Founded in 1977, our client is a portfolio of highly focused business and professional publishing companies. They provide guidance, information, analysis, data and solutions through electronic services, newsletters, magazines, software, conferences, trade shows, books and directories.

Having earned more than 80 journalism awards, our client has more than 2 million customers worldwide.

Client has a customer base of more than 2 million customers worldwide.

Challenges

The client's Electronic Services Division offers information analysis services to the telecom industry.

Daily transmission of tariff information provides critical competitive insight to customers. The information is also used to verify inter-company billing accuracy. Data is highly time sensitive as customers need to be aware of pending changes in financial arrangements and potential promotions that may be used to save millions of dollars.

Highly time-sensitive knowledge transfer.

The Axiom Solution

The client selected two Information Management providers to partner with them for accurate and timely delivery of document content. The process involves processing daily volumes with 99.95%+ accuracy rate and with a processing turnaround time of 12 hours or less. The accuracy rate cannot be compromised as end-users rely on the information to make multi-million dollar financial decisions. Time is of the essence as there are daily adjustments to tariff and inter-company financial obligations.

Data is processed with accuracy better than 99.95% and with a turnaround time of less than 12 hours.

Image files are downloaded daily from the client File Servers. OCR and OCR repair technologies are used to convert image files to searchable format. Data mining tools are used to extract and verify critical tariff information. The output is available to the client less than half a day after receipt of raw image files.

Processing volumes fluctuate significantly on a daily basis.

Axiom has earned the "exclusive business partner" status with the client on the basis of superior and consistent accuracy levels backed up by responsive customer service and structured issue resolution processes. The client confirms that Axiom continues to accurately process widely fluctuating daily processing volumes within the budgeted timelines. Additionally, changes in the process including image file formats are over-managed so that transition is seamless with no impact to end users.

Smooth transitions during changes in the business process.

Other

- Several vendors were considered. Axiom was one of two that were chosen originally .
- After evaluating performance of the two providers for several months, the client chose to work exclusively with Axiom.

Contact:

Aman Ahuja
Business Development Manager
Tel: (925) 946-0267 Ext. 226
aman.ahuja@acg-usa.com