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>
> Narendra Jasmat,
> Digitisation Services Manager

PBS uses Xtracta to ensure highly accurate data capture for its global customer base.

PBS is a digitalisation specialist and business automation workflow provider. With pinpoint accurate data capture as the foundation of their business process outsourcing business, PBS relies on Xtracta to deliver an exceptional service that is accurate and cost effective.

PBS is a global provider of intelligent business information processing services and boasts some large New Zealand and Australian organisations as customers. The business process company specialises in extracting data online from multiple electronic, paper and film sources and enabling the subsequent electronic workflow processing of that business information using their Files Online digitisation service. They also provide cloud-based online document approval and workflow software.

Dealing with a wide range of high-volume documents from financial documents to customer application forms, the company relies on highly accurate, comprehensive data capture as a key differentiating point for them in their industry.

Data accuracy is the key

Accurate data extraction is the fundamental starting point of PBS' business and they use Xtracta to ensure this critical function is achieved for their customers. Says Narendra Jasmat, PBS' Digitisation Services Manager, "We have a minimum accuracy of 99% and this is a key aspect to our business. Using Xtracta, we enjoy highly accurate data capture and utilise its built in validation heavily; it really helps us to achieve this target".

Once data is extracted from documents and the documents have been processed using PBS' suite of software, PBS's services export it to a variety of customer destination systems including financial accounting systems, HR and payroll systems, document management systems, and CRMs.

Flexibility drives efficiency

PBS operates across New Zealand and Australia with several document processing centres located in Auckland and Wellington in New Zealand and two centres in Melbourne, Australia. Xtracta's cloud based deployment model and flexible queue systems help PBS to shift processing resources and share jobs easily between the centres. This allows the company to better leverage their staffing resource and drive efficiency through their business. Jasmat explains, "We process more than 350,000 pages through Xtracta every month. Because we have multiple offices, it is always a challenge to make sure that our workload is most efficiently shared between them."

Xtracta solves this problem with its workflow management process. "Since our staff just need a workstation and web browser to access Xtracta, its workflow distribution and queue based approach make it simple to allow all of our staff to work on our various clients' documents. From a client where we process 10 documents a day to one where we process 2,000 - we appreciate the fact we have a single unified system to use for the majority of our processing," says Jasmat.

Xtracta is easy to use

Additionally, the user interface design of Xtracta as a powerful yet easy to use software application has reaped benefits for PBS by way of productivity and flexibility. Jasmat comments, "Xtracta is very easy to use for our staff and requires virtually no training. We thus find it very easy to utilise our staff for a wide variety of projects depending on what needs to be done."

Working together for success

As a business processing outsourcing provider, PBS has huge desire to make their processing operations as efficient as possible. They work closely with Xtracta regularly providing feedback and suggestions for improvement so PBS and others can get the most out of Xtracta's touchless data capture capability.

Xtracta
your data engine

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