

SESSION 2



The Best of Both Worlds:
A Revolutionary Approach to Data Entry

Introductions:

- **Virtual Solutions** - Barbara Kotlyar
 - vCapture Service Provider
- **PaperFree Corporation** - James Robinson
 - Certified Partner
- **Featured Guest** - Shirley Vige, Assistant Director Louisiana Department of Revenue

Agenda:

- The Great Debate
- Strategic Outsourcing
- How Remote Data Entry Works
- Today's processing challenge - overview
- Learning more about 'Strategic Outsourcing' Case Studies
- Q&A (w/ Shirley Vige, from LDR)

The Great Debate



In-house vs. Outsourcing

In-House Data Entry Operations

Pros:

- Control
- Security
- Timeliness

Cons:

- High Upfront Investment
- Ongoing Investments
- Labor Pool Issues
- Supervising/Managing Staff
- Difficult to support additional growth
- Peak Processing Strains/Lack of Scalability

Outsourced Data Entry

Pros:

- Scalable
- Convenient
- Cost Effective

Cons:

- Security Risks: Full Images
- Lack of Timeliness
- Lack of Accuracy and Control

And the winner is...

Strategic Outsourcing

Outsourcing only those functions that are
the most costly and not core to your
business (Data Entry/Repair)

Strategic Outsourcing: Remote Data Entry

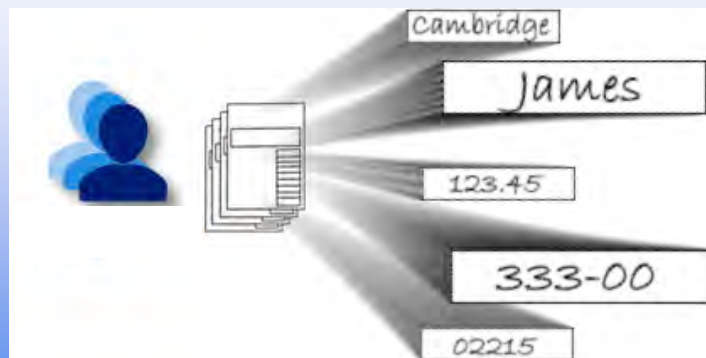
Pros:

- Secure
- Accurate
- Timely
- Scalable
- Cost Effective
- Minimal up-front Investment
- Easy to Implement
- Better Customer Service
- More focus on core business processes

How Remote Data Capture Works



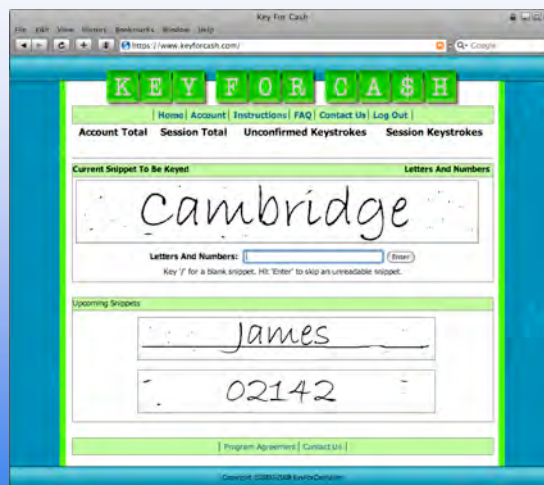
How Remote Data Entry Works



How Remote Data Entry Works



How Remote Data Entry Works



How Remote Data Entry Works

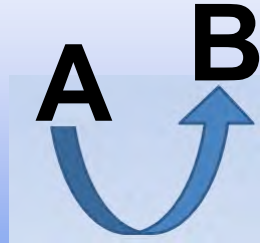


The Challenge...

- Processing Securely
Tax processing requires significant security
- Processing Timely
Tax processing turn around is on the rise
- Processing Accurately
Balancing accuracy against cost

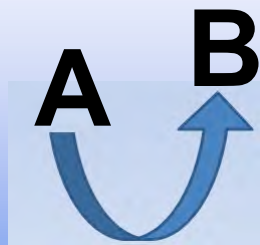
Case Study:

- Pennsylvania Department of Revenue
 - ➡ Where they started
 - Challenges
 - Options
 - ➡ The solution
 - Effort required
 - Result
 - ➡ Where are they now
 - Processing improvements
 - New Opportunities (Centralized processing)



Case Study:

- Louisiana Department of Revenue
 - ➡ Where they started
 - Challenges
 - Options
 - ➡ The solution
 - Effort required
 - Result
 - ➡ Where are they now
 - Processing improvements
 - New Opportunities (Centralized processing)



Summary...

- Process remains the same
 - Demands are increasing
- Technology is evolving
 - New approaches to 'age old' dilemmas
- The new era - strategic outsourcing
 - Customers remain focused on 'core'

Questions?

Featured Guest:

Shirley Vige, Assistant Director, Louisiana

