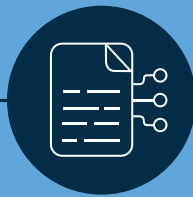# OutProsys

WHAT WE DO?

We design, develop, and implement cost effective data delivery systems that transforms your unstructured raw data from the front end of your business into quality intelligible information for your back-office ERP systems, timeously.

DESIGN
develop and implement data delivery systems

TRANSFORM
unstructured raw data from the front end of your business

UPLOAD
intelligible information into your back-office ERP systems

HOST
your information securely in the cloud for retrieval and backup

WHO WE ARE?

For over twenty years OutProsys has been delivering specialist back office services globally. More than 250 million records and 10 billion keystrokes later, our foundational idea is even more resonant: Leveraging BPO technology from a local South African skills base to a Global client base.

115
TOTAL STAFF EMPLOYED TO DATE

9
AVERAGE TENURE OF OUR STAFF IN YRS

34
STAFF TENURE OVER 10 YEARS

150
TOTAL CLIENTS SERVED TO DATE

7
AVERAGE TENURE OF OUR CLIENTS IN YRS

12
CLIENTS TENURE OVER 10 YEARS

60
TOTAL INDUSTRIES SERVED

14
TOTAL COUNTRIES SERVED

OUR SUCCESS STORIES

TRANSPORT: ENHANCED DRIVER EVENT REVIEW PROCESSING

Client: A global leader in AI-powered driver behaviour and productivity management

Challenge: Inefficient in-house event reviews had a high fixed cost with turnaround and scalability issues

Solution: We implemented a variable unit based costing model supported by a highly trained, scalable workforce

Impact:

✓ **20,000+ driver events processed daily** adding a massive increase in review capacity

✓ **Reduced operational costs** through implementation of variable unit-based costing model

✓ **Accelerated incident reporting** leading to enhanced safety insights

INSURANCE: AUTOMATED CLAIMS PROCESSING

Client: A leading UK-based claims processing company

Challenge: Rapid expansion strained manual back-office operations, causing processing delays and errors

Solution: We deployed a hybrid AI-human powered document identification and data extraction system

Impact:

✓ **Next-business-day processing** with streamlined workflows and accelerated claims resolution

✓ **Reduced operational costs** through a variable unit based costing model

✓ **Scalable operations** to support the processing of 20,000+ unstructured documents and emails daily

MEDICAL: ACCELERATED EMERGENCY CASE SHEET PROCESSING

Client: A premier emergency medical services provider offering 24/7 response and critical care

Challenge: Manual case sheet processing led to errors and delays in debtor recovery

Solution: We implemented an optimised system for rapid, accurate extraction and processing of case sheet data

Impact:

✓ **2,000+ case sheets processed daily** with improved levels of accuracy

✓ **Reliable, real-time data** for emergency and back-office teams

✓ **Enhanced operational efficiency** in life-critical environments

EDUCATION: STREAMLINED STUDENT APPLICATION PROCESSING

Client: A leading edtech company providing innovative digital learning solutions from GR-12

Challenge: Manual processing of student registration documents caused backlogs and system errors

Solution: We implemented an improved document verification and data extraction process

Impact:

✓ **5,000+ applications processed daily** eliminating backlogs

✓ **Reduced administrative errors** with a hybrid AI-human driven approach

✓ **Improved student onboarding experience** with less processing delays

IT SERVICES: OPTIMISED INVOICE PROCESSING

Client: A leading South African software development and digital solutions company

Challenge: In-house invoice processing tools failed to accurately capture detailed line item data

Solution: We delivered an end-to-end system for accurately extracting and integrating invoice data into their AP system

Impact:

✓ **Accurate line-item extraction** for granular audit trail and financial tracking

✓ **Seamless ERP integration** for an efficient and accurate accounts payable process

✓ **Improved accuracy** with manual correction and repair work eliminated

We offer innovative bespoke data processing solutions

GDPR
COMPLIANT

POPI
COMPLIANT

B-BBEE
LEVEL 2

ISO9001:
CERTIFICATION
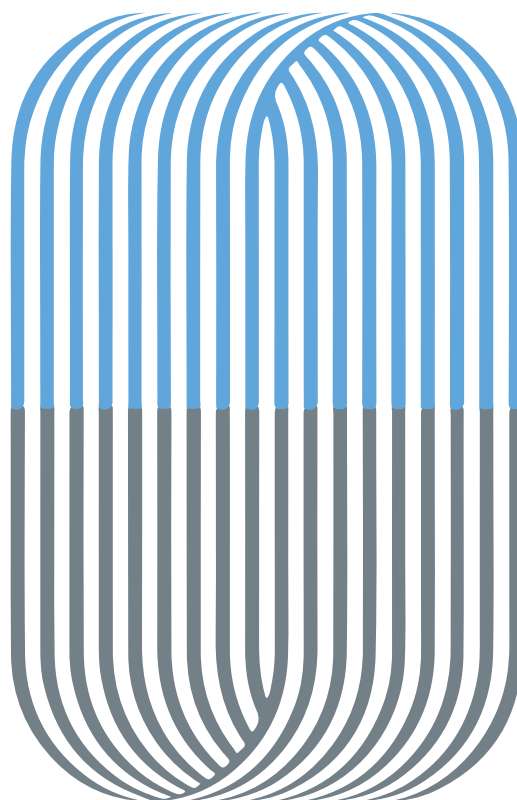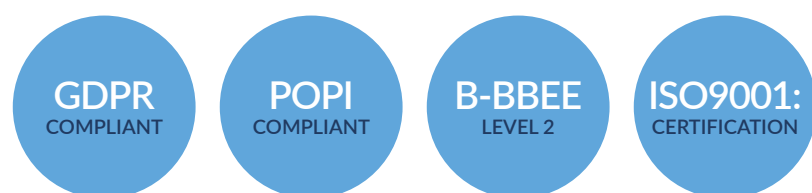
We offer innovative data processing solutions after first investing time in understanding your work-flow processes, as well as your current and future data processing needs. We then design, develop and implement a bespoke solution using our experience, capabilities and leading edge technology to provide you with complete, accurate and timeous electronic information in order for you to make effective decisions.

OutProsys has been processing data for our clients for over 20 years, starting with capturing from paper, then fax, then images and more recently from emails. Throughout our evolution, and in all instances, we are simply converting raw data into usable, accurate information that can be relied upon.

We are an ISO9001, privately owned and empowered business, headquartered in Cape Town, South Africa, from where we successfully deliver our solutions into the UK and SA markets. We process over 10 million documents and emails per year for our customers, some of whom are the leading blue chip companies in their respective industries.

Our production facility has over 60 staff, including 55 operations staff and a core management team of 5 that has over 100 years of combined experience in outsourced data processing. Our average data entry operator has over 25 years of experience. Our Head of Data Capture and Production Manager have over 80 years of combined data capture and processing experience. It is this talented and driven team who are capable of processing and hosting millions of documents annually in a secure and compliant environment.

In addition to our data processing services we also provide an online capture platform called eCapture as well as a Web Portal where your electronic images and data can be hosted securely online providing authorised users 24 x 7 real-time access to search and view their documents as well as providing DR offsite backup.

www.ecapture.co.za   **www.outprosys.com**

QUICK FACTS

▼
WHOLLY OWNED & PROUDLY SOUTH AFRICAN COMPANY

▼
SUCCESSFULLY OPERATING FOR OVER 20 YEARS SINCE 2001

▼
UTILISE LEADING EDGE TECHNOLOGIES & PROPRIETARY BEST PRACTICES

▼
VERIFIABLE TRACK RECORD WITH LEADING BLUE CHIP COMPANIES, BOTH IN SA & ABROAD

We currently process and host over 10 million documents and emails per year

Over the last thirty years, documents and emails have pervaded every facet of business as a primary tool for interaction, across the entire communication chain.

Unfortunately with this ubiquity comes risk, largely in the form of error prone procedures and unproductive time spent by valuable employees.

What we deliver is a fixed cost item processing solution that delivers accurate electronic information timeously to allow your staff to focus on what delivers real returns to your business.

We currently process and host over 10 million documents and emails per year, covering a range of industries including: Education, Energy, Financial Services, Government, Health, IT, Insurance, Law, Retail, Transport, Pharmaceutical, NPOs and NGOs.

www.outprosys.com/casestudies/

BENEFITS OF OUTSOURCING YOUR DOCUMENT & EMAIL PROCESSING TO OUTPROSYS

IMPROVE YOUR DISASTER RECOVERY PLANNING

AVOID COSTLY RECOGNITION SOLUTIONS

REDUCE YOUR ADMINISTRATIVE COSTS

GAIN UNPRECEDENTED, REAL-TIME VISIBILITY

PROVIDE RAPID RESOLUTION OF DISCREPANCIES

IMPROVE YOUR CUSTOMER SERVICE

FOCUS ON YOUR CORE BUSINESS AND...

GAIN ACCESS TO THE HIGHEST LEVELS OF ACCURACY

IMPROVE DISPUTE AND EXCEPTION HANDLING

ELIMINATE UPFRONT CAPITAL INVESTMENT COSTS

GAIN ACCESS TO INCREASED EFFICIENCIES

GAIN ACCESS TO SPECIALISTS

SIGNIFICANTLY REDUCE STAFFING COSTS

FOCUS YOUR RESOURCES

OUR SOLUTION

INCOMING DATA

Incoming images, videos and electronic documents, can be received directly via an API, Webhooks, secure FTP / MFT servers or onsite scanners at your premises.

01

02

INCOMING HARDCOPY

Incoming hardcopy documents are sorted and prepared for transfer to high speed scanners. The electronic image files are uploaded directly to our servers using a secure encrypted connection.

INCOMING EMAIL

Incoming emails are re-directed to dedicated secure mailboxes at OutProsys where they will be converted along with attachments into electronic image files for the data processing stage of our process.

03

04

DATA PROCESSING

Utilising a combination of our leading edge AI recognition systems, highly trained and experienced operators, we transform the raw unstructured data into usable and intelligible information. All data runs through our matching processes, predefined business rules and validation routines to ensure the data is complete, accurate and valid.

UPLOAD HOST

The electronic information is processed into your required format and securely uploaded to your ERP systems. Additionally, your electronic images and data can be hosted on our secure web portal to provide your authorised users 24 x 7, real-time access to their documents as well as DR offsite backup.

05

OUR SERVICES

01 → ### Data Processing

Data extraction, tagging and indexing from large volumes of documents, images and videos.

02 → ### Email Processing

Sorting, filtering and key field extraction from large volumes of incoming emails and attachments.

03 → ### Coding

Coding open-ended questions in surveys and questionnaires.

04 → ### Hosting

Hosting your information securely in the cloud for retrieval and backup

05 → ### Digitising

Converting hard copy documents into searchable electronic image files.
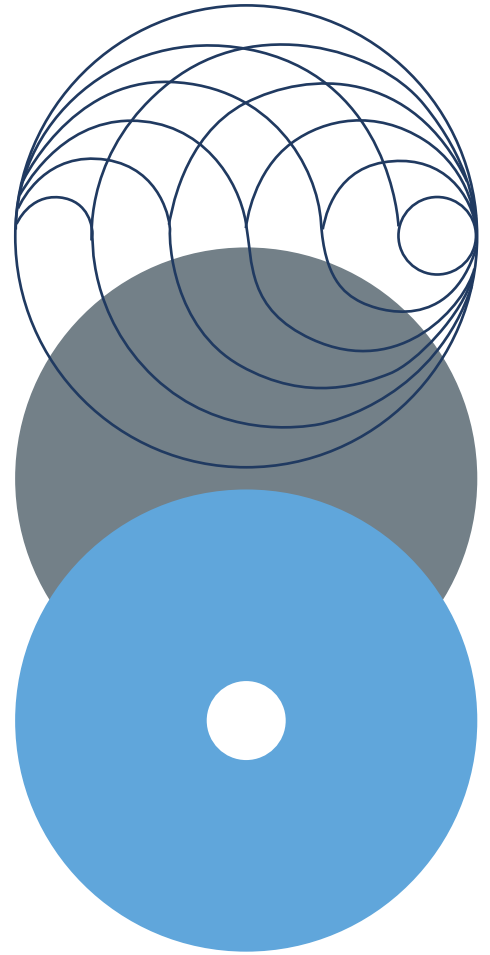
OUR TESTIMONIALS

"I am very happy with the entire service offering from OutProsys. OutProsys delivers excellent service in an extremely efficient manner with a great turnaround time. I was very impressed with the willingness to accommodate us at very short notice and for always being very professional in their approach. Well done and we will be using OutProsys as our only service provider going forward."

ERNST & YOUNG (GLOBAL)

"Very approachable, efficient and good communicators. We are satisifed with the completeness, accuracy, quality, turnaround, pricing and overall service. We will continue to use your service and would recommend your data capture services to others."

ALLAN GRAY ORBIS FOUNDATION (SA)

"The quality of their data capture is outstanding and their turnaround is in-line with our expectations, we would have no hesitation in recommending their data processing services."

EXPERIAN (AFRICA)

"Excellent customer service! We are very satisfied with the overall quality of your data processing, turnaround and pricing. We will continue to use your document processing services and recommend them to others."

SUN INTERNATIONAL (AFRICA)

Do what you do best, outsource the rest.

"The launch of smart shopper went way beyond our expectation on sign up which channeled challenges into OutProsys. This made it very difficult to deliver on what was expected and also created problems. My comment would be the way that OutProsys worked through the problems. Proactive and open communication with options/alternatives presented to us. You were also always true to what you believed in terms of data integrity and pushed back appropriately when you believed solutions were not right for PnP. Due to this I believe we have a more robust data base than we could have potentially ended up with!"

PICKNPAY (SA)

"Our experience with OutProsys has been nothing short of excellent on all levels. Since we started dealing with them some years ago, we have not looked back. They are proactive, responsive and will immediately address any problems, together with communicating a process they've put in place to ensure it doesn't happen again."

KANTAR MILLWARD BROWN (GLOBAL)

"Your service has been of great benefit to us and it is our plan to increasingly use what has been a very reliable and accurate service from OutProsys. We are VERY satisfied with the completeness, accuracy, validity, quality, turnaround, pricing and overall service. We will continue to use your service and will recommend your data capture services to others."

KANTAR MILLWARD BROWN (GLOBAL)

"I want to make use of this opportunity to thank you from the bottom of my heart. I have learned a lot about OutProsys as a company and the work you guys are doing. It was an absolute honour working with each and every one of you. Your willingness to have always assisted me when needed has never gone unseen. Keep up the good work and thank you for everything."

MEDICLINIC ER24 (SA)

"Very helpful and professional" On a rating of 1 - 5 we rate you a 5 (very satisfied) with all components of your service that you deliver to us, including your data accuracy, completeness, validity, turnaround, format, pricing and overall service and quality. We will continue to use and recommend your services to others. You deliver what you say you will!"

CLICKS (SA)