



E-Books Development Services | Electronics Publishing Services
Web Content Development | Software Development
Mobile Application Development

Journals Publishing | e-Pub | XML | APDF Accessibility
ePub 3.0 Accessibility, Word, PDF Accessibility
EEL Tool Development Services

2011



Our Mission & Values

Service Offerings

Software Training & Recruitment

Digital e-Publishing Services

Contact Information



Digital Premedia e-Publishing Services



- We will exceed customer expectations through service excellence...
- We will help our partners reach their goals.
- We help our partners build relationships with their customers.





Our Team Structure

Team Composition

100% of the team is dedicated to clients including Client Services, Operations Managers, Trainers and Quality.

Assurance ,Supervisors and Customer Support Representatives (CSRs) keeping vigil on Quality

Team Ratios

Based on program complexity, team ratio is ~1-12

Supervisor to Agent Ratios

1 QC for every 5 Supervisors



Our Team Structure Cont....

- **Workforce Management**
 - Analyze work distribution by time of day/day of week/month to determine staffing levels
- **Maximize utilization**
 - Flexible staffing to maximize agent utilization and productivity without compromising quality.



Recruitment

Our philosophy is to follow a data-driven approach to a successful implementation

The team profile is dependent upon the client requirements.

Recruitment:

Leveraging internal and external resources

Dedicated and ongoing contracts with Hot jobs, Monster, Naukri, and Times jobs for expedited placements

Client involvement:

Encouraging clients to provide their continuous and constructive feedback for better candidate and Team management. company has a lot of Outsourcing work.



Recruitment Cont....

Interview process:

Our interview process is very extensive

The process includes various steps of screening e.g. telephonic interview, Aptitude test, voice test, Listening Skills Test for voice process and Typing Test for data entry, management interview, post training interview

We mandate a 6-month probation period



Training

Train the Trainer Program:

We have a continuous program to train our trainers who provide the training

Modification of training modules:

The training modules differ from client to client, process to process ,product to product
The modules are renewed and updated on regular intervals

Voice and Accent Training:

Expert trainers are onsite for training to achieve a neutral accent

Product Training:

Product training is on the basis of client requirement and satisfaction which might involve client interaction



Our Quality Process

Regular Follow up on corrective actions to rectify process defects

Documented procedures allow for review and authorized release of documents & product
Procedures for defect detection and correction and subsequent re-test

Documented procedure for a supporting process whose purpose is to

- Identify, define, and baseline items

- Monitor and counsel

- Report and record status of all calls monitored

- Ensure completeness, consistency and correctness on all quality parameters



Our Quality Process Cont....

Perform joint reviews with our Clients

Stress is on the importance of “Planning” in the achievement of Quality “Building in” quality from the start, rather than trying to “inspect” it at the end

Requires taking all necessary preventive measures before a process is started, and if non conformance does occur, identifying the root cause & taking the appropriate action to prevent recurrence in future

Quality Systems, based on the concept of prevention, give confidence to both suppliers & customers alike that requirements will be met

Excellent quality check with experienced professionals for data entry process



Client Relationship:

Client Services

We request a central point of contact (for internal/external as appropriate)

We develop mapping strategies with our client

Client Presence

This is optional but encouraged especially during program ramp-up

Ongoing Communication

We provide Daily/weekly communication as required

We provide Quarterly account reviews

Continuous Improvement

We create a team that works closely together to achieve mutual success

We request onsite audits to demonstrate our capability but also to for continuous improvement

We strive to implement preventative actions (rather than only corrective actions)



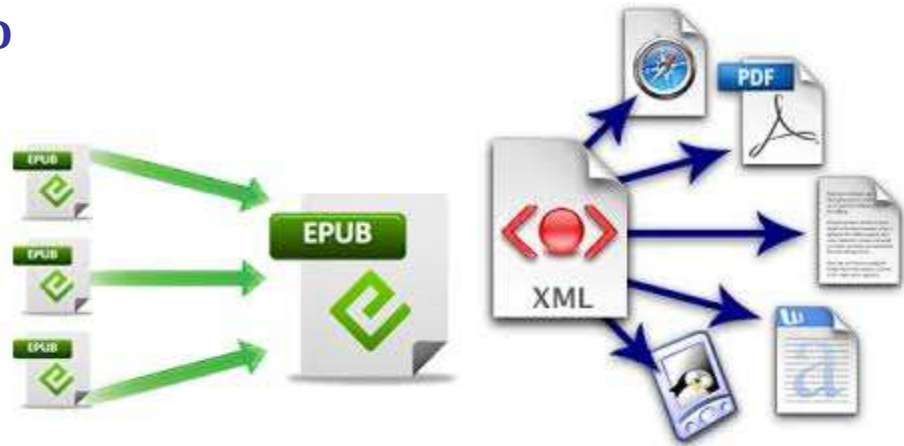
- Manned and logical data security at entrances
- Layered access to physical locations and data
- Commercial grade firewall
- Network intruder detection system for extra data security
- Layer 4 switching with advanced router module for intelligent data routing, monitoring and security

Transaction Processing



PUBLICATION SERVICES:

- XML Conversion Using DTD
- XML Meta Genration
- XML Books Conversion
- XML Journals Conversion
- Data Entry Conversion
- PPT Accessibility
- PDF Accessibility
- Word Accessibility
- Excel Accessibility
- ePub 2.0 & ePub 3.0 Accessibility (Remediation)





Digital Premedia Soft Solutions



Physical Infrastructure

Current center capacity of 30 + seats

Conference rooms

Separate cabin space

All support systems and processes maintained on a mission critical basis

Backup Power Generation to provide 24/7 power

Dedicated UPS system for all equipment

Design Features

Planned, designed and managed as a world-class facility

Redundancy for all support systems

Support systems and processes on mission critical basis

Redundant power and water supply

Stable captive power supply from Diesel Generators

Battery and UPS backup for all critical supplies



Physical Infrastructure

Design Features

UPS (Uniform Power Supply)

Disaster Recovery Procedure

Clearly defined escalation procedures

IT Infrastructure

Agent workstations

Connectivity



UPS (Uniform Power Supply)

The site is equipped with a 60 minutes backup on full load.

This system is based on the latest state-of-the-art proven technology.

Disaster Recovery Procedure/Redundancy

We have a defined procedure which includes the facility, the network and the server equipment.

Clearly defined escalation procedures

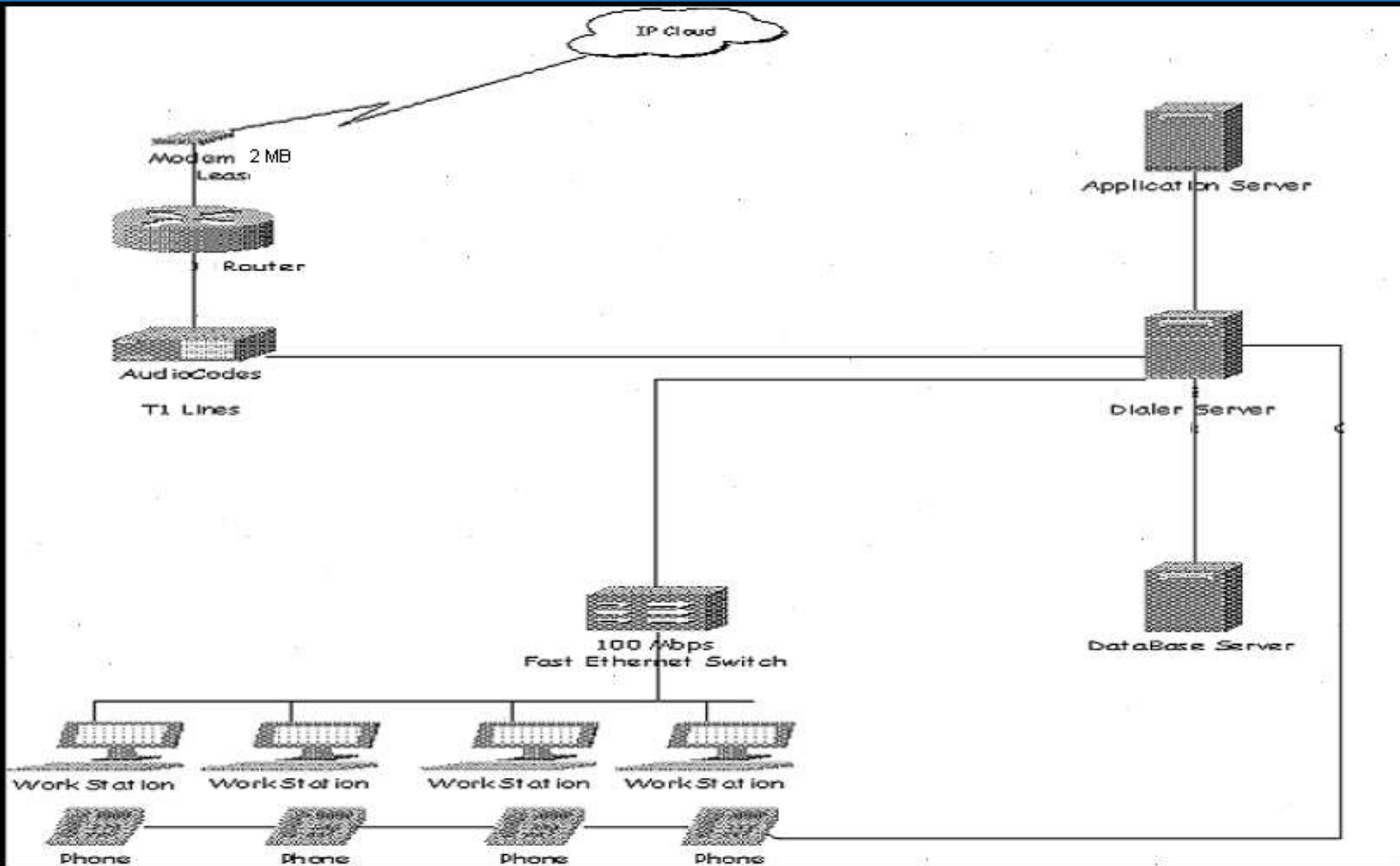
We have a defined the escalations on the basis of the criticality and the time taken for resolution. We guarantee an uptime commitment of 97%



Data conversion tools and services

1. Data conversion through OCR and software tools available for data conversion .
2. Epub and xml coding using dream viewer and css
3. form filling in excel sheet or both offline and on line .
4. editing by software
5. keying data by software and data entry .

Network Diagram





Digital Premedia Soft Solutions



- **Quality**
- **Technological Agility**
- **Flexibility**
- **Cost Control**
- **Data Security**
- **Time-to-Market and**
- **Competitive Advantage**





Our Assurance

- 24 x 7 x 365 Operations
- Trained & dedicated agents to support process
- Software driven MIS for process monitoring
- Cutting edge technology to support processes
- 100% uptime backed by redundant point to point circuits
- Metrics based operations as per SLA
- Phased transition approach for a seamless process migration



DIGITAL PREMEDIA SOFT SOLUTIONS

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