



DIRECTION  
Software LLP

**Data Entry** and **Reporting**  
with flexible teams

**Timely & Accurate Data  
Entry**





## The Summary:

Almost 20 years with average team of 25 + Over 300 person years of Data Entry experience).

Quality, Accuracy & punctuality above SLA:

- Quality check of data, Interaction with forwarder, suppliers and Offices for Client
- Remote Printing of Air Documents at Client Office
- Robust processes with well-trained teams
- Infrastructure as per Client Requirements
- Checks & counter-checks for document handling
- Excellent track record for
  - Accuracy
  - Punctuality

## The Challenges:

### Reliable Back Office partner required

The client was looking for a partner to take care of handling shipping data from Shippers worldwide and entering the information into their system accurately and in short times.

Quick entry of AIR shipment data was also a crucial factor. There was considerable variance in the amount of data entry work received based on seasonal variance.

## The Solutions:

### One team for Multiple Processes

#### Multiple processes in BPO:

- Data entry for Air freight
- Data entry for Sea freight
- Data entry for Orders creation
- Control Tower for HTL
- Vehicle Update Reporting for HTL

#### Interaction with Shippers:

- Receiving Documents via multiple channels
- Checking for quality & logical errors
- Follow-up on delays / errors

#### Data entry on Client Systems:

- Close involvement in creating SOPs with client

#### Online reporting site:

- All documents scanned & uploaded for easy access

#### Remote Printing for AIR documents:

- All Documents printed remotely on client's printers

## The Benefits:

Scalable team for data entry and data correction during increase in work during seasonal peaks in shipments.

- Average staff tenure at DSS over 5 years
- Trust for Quality
- Verify data entry by other entities
- End-to-end back office support
- Easy ramp up & ramp down

Cross training improves resource efficiency & we have ability to offer our clients great flexibility in team sizes at flexible rates.

Value addition of online reporting site & remote printing of Air shipment documents to:

- Save Time, Save Money, Improve Efficiency,
- Data and Documents & MIS reports available at all times

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Having a well trained and experienced team was key to Seamless continuation of processes and support during transition to a work from home environment bought on by the COVOD 19 epidemic.

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