

VishaSoft

ITES Services

Service Offerings

- Data Preparation, Conversion & Digitisation Services
 - Text / Data Entry
 - Data extraction / Online data retrieval from web
 - Word Processing
 - Scanning Services
 - File Transfers
 - Indexing / Hyperlinking Services
 - CD-preparation and replication
- Voice Transcription Services
 - Legal Transcription
 - Medical Transcription
- Document Management



VishaSoft..
Your Partner in Progress..!!

Key Benefits

- | | |
|--|---|
| <input checked="" type="checkbox"/> Reduce & Control operating costs | <input checked="" type="checkbox"/> Non-core business functions are on an "as used" operational expense basis |
| <input checked="" type="checkbox"/> Improve company focus | <input checked="" type="checkbox"/> Scalable |
| <input checked="" type="checkbox"/> Access to world class capabilities | <input checked="" type="checkbox"/> Expert Professional Staff |
| <input checked="" type="checkbox"/> Redirect resources toward activities which have the greater return | <input checked="" type="checkbox"/> Accuracy & Efficiency |

Data Processing

We offer high quality, cost-effective data entry services ideally suited to high volume data entry applications such as data base and mailing list compilation, key from images, data extraction from web, electronic publication, file conversion etc.

Our Services include:

- Text / Data Entry
- Data extraction / Online data retrieval from web
- Word Processing
- Scanning Services
- File Transfers
- Indexing / Hyperlinking Services
- CD-preparation and replication.

Key Features

We guarantee our clients the highest level of accuracy to 99.995%.

We do this by maintaining stringent checks on client data at all times during the keying process and by using a variety of methods and tools depending on project specifications.

For large, ongoing projects, we are able to structure our staffing and work flow to accommodate a variety of turnaround scenarios. Depending on your requirements, we can transmit completed work to you daily, providing a turnaround time of 2 to 48 hours once we are in full production.

We can deliver the information in any format including Microsoft Word (*.doc), Microsoft Access (*.mdb), Microsoft Excel (*.xls), Database (*.dbf), Adobe Portable Document Format (*.pdf), HTML, ASCII, and on hard copy, CD, floppy diskette, cartridges, or via the Internet / e-mail or any other mode of your choice.

Voice Transcription Services

VishaSoft offers full array of cost-effective Medical & Legal Transcription Service with complete customer satisfaction, high accuracy, fastest turnaround and most competitive prices providing 100% feedback and reporting. We have an infrastructure to handle 10,000 lines per day, expandable to 50,000 lines per day on a 2 week notice. We are accessible 24 hrs. a day and 365 days a year to serve you in the best possible way.

Legal Transcription Services

Our Legal Transcribers are trained and qualified in the entire range of Legal Branches to provide services including, but not limited to:

- Licensing Appeals
- Depositions
- Evidence/Legal argument
- Interviews
- Court Proceedings
- Judgments
- Presentations
- Seminars and Conferences
- Annual General Meetings

Medical Transcription Services

Our Medical Transcription Services include, but are not limited to the following:

- Patient Notes
- Proceedings
- Medical Records
- Seminar Notes
- Doctor's Notes
- Chart Notes
- Consultation
- Pathology Reports
- Disability Claims
- Diagnostic Studies
- Medical Papers
- Research Notes

Benefits of Transcription Services

24 X 7 Service

As your business partner, we have a mutual commitment to your success. We not only bring our technology and operational strength to the partnership, we also work on innovative solutions and services designed to reduce costs. To ensure rapid response times and delivery of reliable services, we have dedicated technical, sales and service staff to cater to your needs and problems. Customers can request both operational and technical support. Our support team performs remote diagnostics and maintenance on a daily basis to pro-

actively identify potential problems, and eliminate them.

Security and Confidentiality

Security and confidentiality of data is of utmost importance and VishaSoft is working to provide solutions that are compliant with laws and regulations set by various healthcare agencies.

We have in place specific technical and physical security features for data system components, verification of authorized users, control-access, data integrity, and backup/recovery to ensure availability and reliability.

We have 128-bit SSL encryption technology that has facilitated secure web-based data retrieval. All the access points to transcribed records are identified and authenticated by Username and Password. Our servers have Firewalls installed to prevent unauthorized Internet interception and have latest anti-virus software to protect against Internet viruses. Other measures include restricting usage of data storage media viz. floppy disks and CD's to ensure confidentiality of information. All the employees are required to sign "Confidentiality Agreement" which addresses the issue of leakage of client information.

System Wide Cost Reduction

VishaSoft provides all equipment and setup, so you eliminate capital equipment costs and the ongoing technology updates and hardware maintenance costs. Our network itself is designed to reduce downtime and increase workflow efficiencies, and our transcribers are paid according to accurate production and output.

Highest Report Quality

A fast turnaround is meaningless if your medical / legal documents aren't accurate. That's why we assure the highest level of accuracy. To accomplish this, we've established a system of internal quality checks, both systematic and managerial, to achieve one of the

highest quality levels in the industry.

In addition to hiring only qualified and experienced transcribers, our supervisors match the work according to their expertise, skill, experience, preference, and specific account knowledge.

There is a separate and dedicated quality control department that operates in quality circles to further check and give you error-free reports.

Faster Report Turnaround

In many cases, time is of the essence to the diagnosis and care of a patient. The time factor is also significant in legal cases. That's why our network is designed to deliver the fastest turnaround time possible for a report. In fact, we customize turnaround times based on your specific needs.

We use specific staffing equations to schedule transcribers accordingly to meet turnaround time requirements. Our network automatically prioritises work according to turnaround time. System checks are in place to insure that all transcription is completed in the fastest time possible. In times of unexpected dictation volume increases, a secondary team of pre-qualified transcribers supports the primary team, so you can always expect the same rapid turnaround.

Document Management

Our Document Management Services provide digital document management using scanning, storage and retrieval systems that are available to our clients online with secured 128-bit encryption and Firewall protection.

Our services help companies convert stacks of paper records into electronic files that are convenient, legal, and quickly accessible. VishaSoft helps you take charge of your documents by storing them online, with immediate access from your desktop computer. Instead of thumbing through file cabinets full of folders, you can view any document on your PC screen in seconds. Instead of pulling a page, copying it, and then re-filing it, you can view and print the document(s) without leaving your desk.

We integrate scanning, image processing, data processing, and document indexing into a single package. Stored images can be retrieved easily from any personal computer. Online indexes can be tailored to match your unique applications. Our indexing system allows you to store millions of imaged records and find what you need, when you need it. Security restrictions on viewing and other applications can be put in place.

Our services include the following:

- Conversion of files and documents to digital format
- Indexing for the digital documents on the basis of physical indexing
- Recording of digital data on CD-ROM or other media, as required
- Hosting of the documents on the Internet, for online access
- Application support for document management over the web, including workflow

Additional levels of indexing and custom application support can also be addresses based on the unique requirements of the clients.

Key Benefits

With our Document Management Services you will be able to:

- Get fast, on-line access to all your documents
- Eliminate mis-filed or lost documents
- Respond immediately to requests
- Reduce document storage space
- Provide a "fail-safe" system for storing documents
- Specify various levels of document and user security

Project Methodology

We have executed a variety of projects, ranging from fixed time projects to product development, customised application development, maintenance and pilot projects. Each of these projects requires a different approach and methodology, and we have the best of the practices in place, to ensure the success of the same.

To cater for the varied time, geography and complexity dynamics of the projects, we at VishaSoft, have different delivery models to suit the clients. These models offer the client multiple benefits such as variable cost structure, scalable capacity and access to quality oriented technical resources and proven methodologies for their requirements.

- Onsite Delivery Model
- Offshore Delivery Model
- Hybrid Delivery Model

Advantages of the hybrid delivery model are highlighted in the next page. For further details of the delivery models please visit our website, www.vishasoft.com.



Empowering the Technology Vision

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The aim of VishaSoft is to empower the vision of a technology driven world. Our mission is to equip our customers with the latest in technology solutions, and enable them to improve their businesses.

VishaSoft was started in the year 1998, with a primary business focus of providing onsite IT consultancy services in the areas of business integration and implementation of solutions for the enterprise.

Headquartered at Hyderabad, India, and a branch office in the United Kingdom, VishaSoft helps its customers in enjoying the benefits of cost reduction through its offshore and hybrid delivery models, without compromising on the quality of the manpower.

Project Methodology

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Proven benefits of the hybrid model approach include:

- Continuous, 24x7 work cycles.
- The ability to structure and assemble teams with diverse, multiple skill sets
- Lower costs for resources
- The ability to quickly scale (up or down) depending on the requirements and nature of the relationship

Our state-of-the-art infrastructure includes workstations of the latest system configuration, networked, to harness the collective power, and is linked to a high-speed dedicated Internet link. The infrastructure accounts for a very secure setup, with effective mechanisms for prevention of damage to data / applications, and efficient recovery techniques. Such a facility, in effect, assures minimal down time, and ensures the prompt delivery of services.