

Client

IDS client is the world's largest information agent and owns and operates one of the world's largest premier-for-fee online research services serving upwards of 100 million daily page reviews on the internet, for universities, public libraries, K-12 schools, medical institutions and corporations. Client maintains a global title repository of 350,000 + listings and has licensed content on 300+ databases.

Client Requirement

The client was looking for a **reliable vendor partner to assist in extracting and converting content from source Journals/magazines for populating and updating the client's research databases to support millions of end users around the world.**

- Vendor should have **demonstrated expertise in XML conversion** with availability of **skilled tagging and editorial staff** with excellent analytical and English language writing skills.
- The services required **customized workflows** with development of software tools and utilities to daily download source content running into tens of gigabytes and to further convert, track and upload the processed deliverables for different project processes on daily basis.
- The project required management staff with **high caliber project management and quality management skills** and a robust understanding of the extensive client rules and guidelines to achieve the client SLAs for quantity, quality and TAT (turnaround times) backed with fail proof disaster management and technical infrastructure to support client round the year deliverable requirements.

IDS Solution

- Client content comprised **over two thousand different type of magazines and journals related to fashion, art, retail, sciences, home appliances, computers, business, sports and general content.** IDS staff carried out detailed feasibility studies of client source "image PDF" as well as "searchable image PDF/Print PDF" content to present optimum solutions to create article wise proprietary tagged format files containing content and metadata for various article elements such as **TOC, line drawings/photos, body text, references, abstracts and keywords/headings.**
- IDS tagging staff was trained on the client guidelines for TOC creation, full text tagging, image extraction and bibliographic reference tagging.
- IDS editorial staff was trained on reading source articles for indexing same through appropriate search keywords/headings and to create the abstracts for these articles per client guidelines.
- **IDS services have been highly appreciated by the client.** Currently IDS trained staffs routinely extract and convert content from **over a million articles every year,** following SQC, FIFO, LEAN and DMAIC methodologies.