

Case Study: Keyboard Data Capture

Client: Npower

Key Statistics

Daily Key Depressions : 2 million

Relationship with Client : 15 Years

As one of the UK's leading energy providers, Npower (Previously Northern Electric) are responsible to their clients and employees for **timely and reliable services**. As with any large organisation this is underpinned by comprehensive mainframe data processing and in order to facilitate this they required on-going data loads throughout the day. Data capture was required from a variety of documents including meter readings, payroll, rights of way, cash payments and manpower planning. Often, poor legibility of handwriting would complicate data capture but this could not be allowed to delay mainframe processing and magnetic tape files were **uploaded every two hours**.

Npower decided to outsource their data capture requirements and needed a supplier who could meet their stringent demands for accuracy, quality and turnaround. **ndata** not only met the criterion but went further and developed for the client a process to enable them to validate mainframe ready data in order to reduce the possibility of poor handwriting causing rejected data.

A project manager was appointed and comprehensive data entry formats and validation routines were written for over **fifty different document types**. Many hours were spent keying test data and loading it to the mainframe. Delivery schedules were organised and documented. Four trips per day were arranged to meet with Npower's deadlines and close client liaison meant that implementation was smooth and efficient.

We have been providing Npower with fast turnaround data capture for fifteen years and helped them to move with the times. No longer do we provide data on magnetic tapes, but quality, efficiency and close client liaison has been the hallmark of our service for fifteen years allowing Npower to **focus on its core business functions**.

Similar Projects

- **Boots Advantage Card : 2.5 million applications**
- **Tesco Club Card : 6 million applications**