



Case Study - Digital Supply Chain (Transcription)

Delivery Model

Managed Services (Remote)

Project Details

Ongoing. 150 transcribers. 70 editors. 5 Team Leaders. 3 Delivery Managers. 80% of the team are engineers.

Business Value Delivered

8,000 hours of inter-disciplinary Engineering lectures transcribed and delivered as text files.

8000 word documents edited and delivered as PDFs.

Verbatim Transcription. Engineering Subjects. Terminology. Varying Accents. One Minute Time Stamps. Accuracy.

Achievements

DesiCrew's software program D-EDIT - a rule-based classifier that automates over 30% of the editing process.

D-Best - a real-time dashboard, accessible to clients, to allocate, track, and update tasks.

Client extends the project with 5000 more videos, taking the count to 13,000 videos.

Client requests DesiCrew to train interns on the project.

Background

- The client is one of India's top 5 engineering institutions whose vision is to deliver accessible quality education - freely - to all.
- The client required a service provider for transcription and content editing services for more than 8,000 hours of video lectures by pan-India professors, on the core subjects of Engineering, Science and Humanities.

DesiCrew's Solution

- Provided detailed analysis of the tasks leading to creation of macros that reduced transaction errors.
- Took one week to train and deliver industry standard turn around time and transcription quality.
- Captured 99% of the audio components, with accurate time stamps.
- Captured screen shots of lecture slides and inserted them in relevant sections of the documents.
- Punctuated files and corrected for minor grammatical errors, while listening to videos.

Operational Advantage

- Detailed guidelines and ready references for transcription and editing that optimized resource utilization.
- Built-in error checks to ensure real-time validation of transcribed content.
- Real-time dashboard, accessible to clients, to allocate, track, and update tasks.
- Ability to train and certify remote resources with in one week using D-TRANS, an online training program.