Survey Capture and Processing

OVERVIEW

Accurate Data Capture
and Consolidation

ABOUT OUR CLIENT

Roots of Empathy is a Canadian organization offering evidence-based classroom programs to various rural and urban communities worldwide.
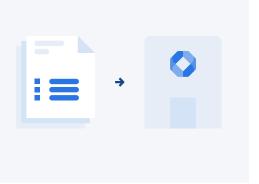
Proceed to next pages for case study

Lack of Systems or Staff to Process Survey Data

The Challenge

As part of their efforts to continually improve the curriculum and quality of their award- winning evidence-based classroom program, the client had an immediate requirement to process survey feedback forms for the 2010 calendar year.

However, the organization did not have the systems or staff available to handle the volume of responses, especially with a short deadline required to process the survey data and collect the results for the program by year's end.
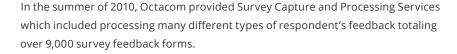
Efforts to process this data in previous years had resulted in long delays in getting the results needed to implement improvements in a timely manner.

The Opportunity

On an annual basis, the client requests feedback on the effectiveness of their training programs from instructors, teachers, parents and students involved in these programs.

They were looking for a vendor they could trust, who offered good value and that had the experience and expertise to process these surveys accurately and consolidate the results into a database for future analysis.

The Solution

In the summer of 2010, Octacom provided Survey Capture and Processing Services which included processing many different types of respondent's feedback totaling over 9,000 survey feedback forms.

This service included survey design recommendations, scanning all paper-based surveys, extracting and indexing survey results using data capture software and developing a spreadsheet to consolidate all data and images into a single database.

Utilizing this database, the client now has complete access to their survey images and associated data for analysis, reporting and data extraction to support their goal of striving to continually make quality improvements to an already very successful program.

DATA CAPTURE SERVICES

SOC 2

The Results

› Much faster turnaround time for processing survey results and implementing program improvements

› Big improvements in the quality and reliability of data captured and processed

› Better consolidation of survey forms and data for analysis, reporting and extraction

› Effective recommendations for survey forms design to entice responses

The success of this program has resulted in Octacom providing these Survey Capture and Processing Services on an annual basis.

More Case Studies

Learn more about how our solutions and services have helped our clients.

LAFARGE

Improved processes related to managing over a half million delivery tickets annually.

HAMILTON HEALTH SCIENCES

Scanned and indexed over 86 million patient records for seven Hamilton hospitals.

SALVATION ARMY

Integrated their ERP solution to centralize and automate invoice processing.

VOTORANTIM CIMENTOS

Improved processes related to storing and reproducing shipping waybills and tickets.

ONTARIO POWER GENERATION

Created a custom Accounts Payable Automation solution to manage over 110,000 invoices.

ESTÉE LAUDER COSMETICS

Eliminated manual process for retrieving, handling, filing and distribution of HR records.

YORK REGIONAL POLICE

6,000 employee files effectively converted into secure digital images, indexed and uploaded.

WORLDSOURCE FINANCIAL

Created a custom document management portal and workflow solution.

VITALAIRE

Eliminated manual processes for tracking, filing and retrieval of paper-based POD documents.

AIR CANADA

Turn-key solution handles over 500,000 air waybills and 1.5 millions documents annually.

MIDWIVES' CLINIC OF EAST YORK-DON MILLS

Provided document scanning services and secure cloud hosting of digital Patient Records.

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ABOUT OCTACOM

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost effective solution to clients globally across a wide range of industries.