

CASE STUDY:

FINANCIAL DATA ENTRY

Leading actuarial, financial, and pension consulting company lowers costs, improves turnaround, boosts quality.



CLIENT

Tower Watson is a global leader in actuarial and pension benefit consulting. With more than 15,000 associates in more than 36 offices worldwide, the company offers consulting and technology services in the areas of benefits, talent management, compensation, and risk and capital management.

- Tower Watson needed to outsource its data collection and manipulation to a BPO company with some financial data processing expertise. It also needed a contractor that could accommodate uneven workloads due to quarterly reporting by publicly listed corporations.

THE IIMI SOLUTION

IIMI assigned a dedicated team of accountants for the assignment. In consultation with the client, IIMI developed a process manual to standardize data across various companies. IIMI also engaged a separate team for quality control.



CHALLENGE

- Tower Watson uses publicly available financial data in its research, financial and economic models, and publications. The company collects and manipulates data, but these are not its core competencies. Moreover, these processes are expensive when performed in-house, even using Tower Watson's dedicated BPO center in India.



BUSINESS IMPACT

Tower Watson achieved numerous benefits, including:

- Reducing data collection costs
- Increasing accuracy to more than 99.95 percent across all data points
- Achieving more reliable and meaningful information after data collation due to IIMI's normalization and standardization process
- Reduced lead times for financial report releases from months to weeks
- Freeing internal research personnel to focus on higher value tasks
- Expanding its research universe for the particular project from a handful of Global Fortune 100 companies to the FTSE100, FTSE Europe, and Bombay Stock Exchange, etc.
- Leveraging IIMI's skill sets to its other offices worldwide



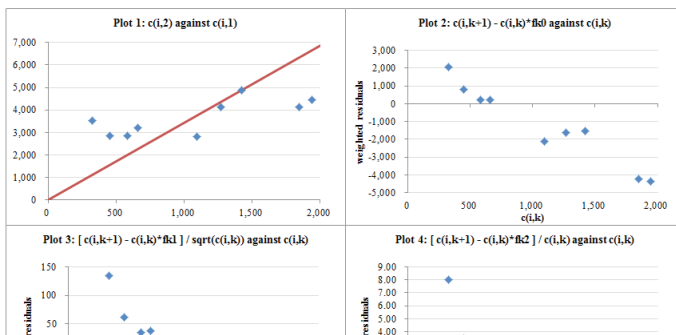
ABOUT IIMI

IIMI helps organizations of all types and sizes transform their data into information and knowledge, driving insight and action. IIMI can manage virtually any labor-intensive data entry process off-site, at a fraction of the cost of doing the work in-house, to help enterprises achieve the benefits of big data, faster and with a greater return on investment.

IIMI is a U.S.-based BPO service provider with nearly 3000 full-time employees. Since 1996, the company has offered BPO services to global companies from its offshore locations in Sri Lanka, Bangladesh, and India. IIMI is a certified Minority Owned Business and is ISO certified and HIPAA compliant. To learn more, please visit www.iimdirect.com.

Accident Year	c(i,1)	c(i,2)	c(i,3)	c(i,4)	c(i,5)	c(i,6)	c(i,7)	c(i,8)	c(i,9)	c(i,10)
i=1	584	2,846	3,100	3,674	3,777	3,933	4,034	4,116	4,171	4,181
i=2	658	3,214	3,801	4,777	5,539	5,925	6,016	6,112	6,134	
i=3	1,847	4,121	6,662	7,186	7,844	7,996	8,032	8,076		
i=4	451	2,847	3,561	3,565	4,409	4,436	4,440			
i=5	1,421	4,879	5,433	5,785	5,922	6,523				
i=6	325	3,542	3,504	4,144	4,172					
i=7	1,942	4,451	5,035	5,632						
i=8	1,269	4,121	4,963							
i=9	1,093	2,827								
i=10	1,543									

	k=1	k=2	k=3	k=4	k=5	k=6	k=7	k=8	k=9
dc0	4,529	1,188	1,135	1,091	1,048	1,011	1,014	1,008	1,002
dc1	3,425	1,194	1,125	1,087	1,048	1,010	1,012	1,008	1,002
dc2	2,882	1,278	1,102	1,075	1,049	1,007	1,008	1,008	1,002



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Intelligent Image Management Inc., 2850 W. Horizon Ridge Parkway, Suite 200, Henderson, NV 89052, USA, tel: (702) 430-4693, fax: (702) 446-8310
email: info@iimdirect.com
www.iimdirect.com