

## CASE STUDY

BFSI

Revolutionizing data collection through **technology-enabled operation augmentation**



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## About the client

The organization is a prominent UK-based investment data leader specializing in financial insights on the alternative assets market.



**Founded in**  
**2003**



**Assets**  
**USD 249.94 Mn**



**Revenue**  
**USD 235.9 Mn**



**Employees**  
**1,349**

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## Challenge

The firm heavily relied on public news sources and forums for research purposes. The manual and intensive process of collecting data from these forums posed challenges such as errors, prolonged turnaround times, and resultant quality issues, ultimately leading to a subpar customer experience.

The manual process of gathering data from public forums was error-prone, time-consuming, and detrimental to data quality. The client faced challenges in delivering timely, accurate, and high-quality financial insights, impacting their customer experience negatively.

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## Approach and solution

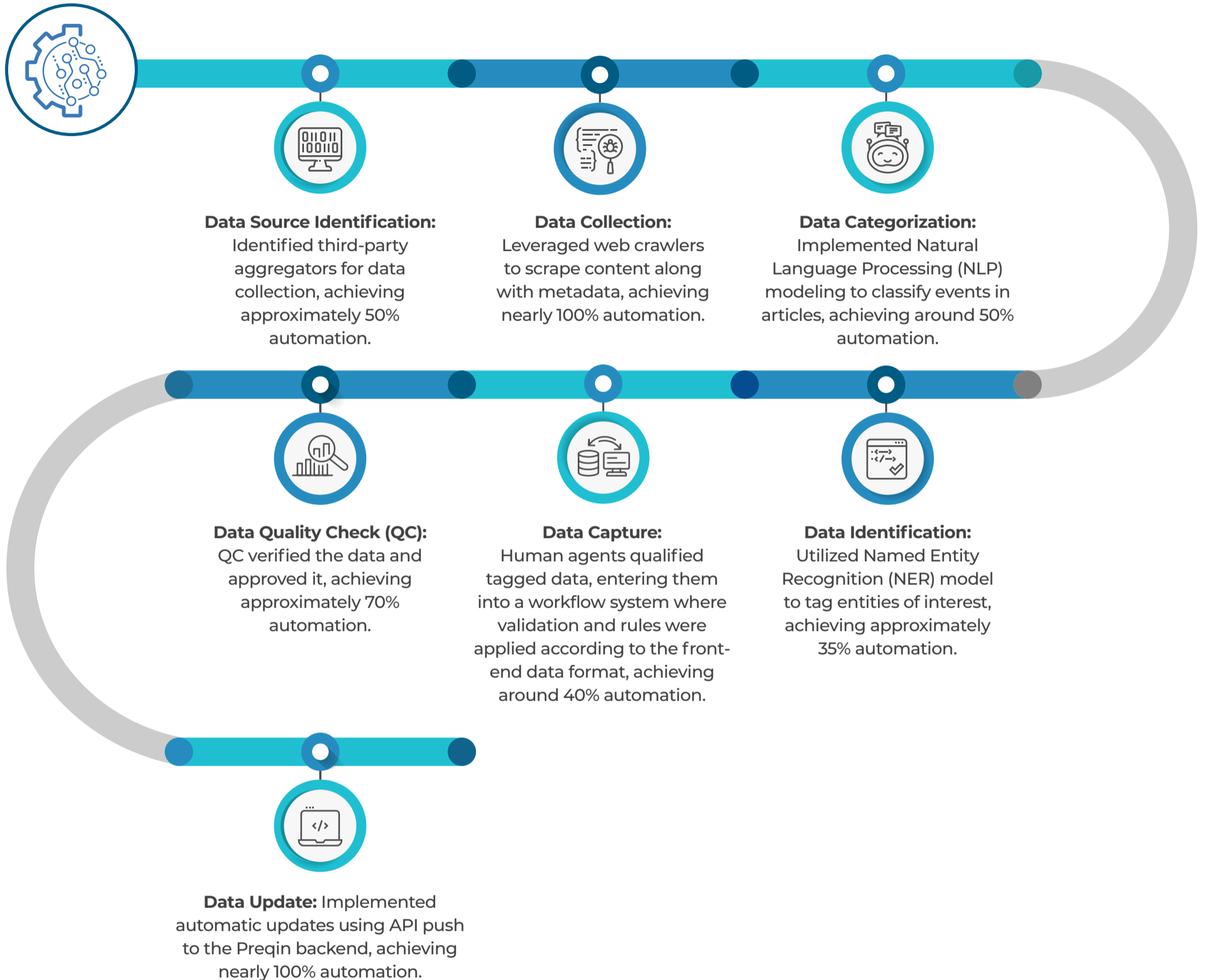
Netscribes collaborated closely with the client to identify key data points and outline a strategic approach to automate the data collection process.

Key data points identified:

- Contacts
- Company Profile
- Fund Managers
- Fund Performance
- Investors
- Service Providers
- ESG Profiles
- Deal News
- Company Financials, etc.



## Automation process:



## Results delivered

Through our collaboration, the firm witnessed:

- ~70% reduction in turnaround time
- Significantly improved data quality, reducing manual intervention and enhancing customer experience
- Implementation of NLP modeling allows continuous improvement in automation, ensuring sustained efficiency gains



## ■ ■ Client benefit

This transformative collaboration between Netscribes and our client not only addressed the challenges in the manual data collection process but also ushered in a new era of efficiency, accuracy, and enhanced customer satisfaction in the BFSI sector.

Discover how Netscribes [Data and Information solutions](#) can enhance operational efficiency without compromising quality in your business processes.

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