



GCS

Guident Consultancy Services Pvt. Ltd.

Secure Source

with GCS

The best partnerships are those bred in intimate understanding: where recognizing the other's needs is a die-hard habit; where being aware of what's required of you is matter-of-course; where the confidence of knowledge weds the assurance of reliability; where consistent expected delivery is routine and summed up in one word: [Predictable](#).

The **POWER** of **PREDICTABILITY** »

In the realm of Business Process Outsourcing, continual predictability is far more valuable than flashes of flamboyance. It is predictable consistency, predictable reliability, predictable quality and predictable costs that breed sustained success.

Injecting predictability in our operations has a purpose. We at GCS view ourselves more as growth drivers for our clients, than just mere cost reducing outsourcing partners. Our predictability ensures you enjoy freedom from anxieties and apprehensions, freedom to apply thought to growth strategies and innovations, freedom to focus resources on core high-value activities, freedom to scale rapidly, and freedom of doing what you do best.

Transparency and seamless communication are core constituents of predictability. We lay great emphasis in sensitizing our clients about our prowess, our potential, our processes and our policies. We ensure that our clients know us like the back of their hand. Such forthrightness is seldom found in the industry, because with the strengths it also exposes the weaknesses.

At GCS we know for a fact that truth and trust are a stronger cement for long-term relationships than superlatives and feel-goods which crumble on the day of delivery.

This unique approach, combined with an innovative business model, has enabled us to provide our clients with top-of-the-line solutions which really set the topline on fire; surprisingly, without doing too much than just being ourselves: predictable.

The GCS philosophy underscores the concept of productive partnerships: partnerships that beget enterprise and efficiency; that generate profits and progress; partnerships that grow and let grow. We drive growth for our clients by adding value and multiplying returns.

Where **EXPERTISE** meets **EXPERIENCE** »

GCS specializes in converting any paper document to customer- specified electronic format using online and offline processes.

Our processes reduce labor cost expense significantly
Our Online process involves a multitude of forms by logging on to the Client-Server system using secure and high bandwidth Internet connectivity.

Our Offline process involves processing a multitude of forms daily by scanning/imaging these documents or accepting them from our clients via ftp. Each document is manually entered using a double key & verify process. The output data is formatted into the specified format, and returned to the client for processing.

- > Intricate domain knowledge
- > Intimate client understanding
- > Intensive project experience

Document Types:

- :: Response cards
- :: Warranty cards
- :: Applications
- :: AR/AP
- :: Statements
- :: Financial forms
- :: Healthcare Claims

Features Include:

- :: 99.5+% accuracy
- :: 12-72 hour turnaround time
- :: System and interface flexibility (no significant upfront capital investment required)
- :: A flexible process which fits our customers? business rules
- :: Double key and verify
- :: Significant labor cost savings
- :: Any data format requirement

Data Security Compliance:

- :: Personal and secure FTP gateway for each client
- :: SFTP Secure Data Transfer Tunneling
- :: SSL secure web based trouble ticket system
- :: Physical security measures (firewall, controlled access, hardened sever)
- :: Business continuity plan (generator backup, backup facility)

At GCS, quality is standard procedure. Stringent quality checks are implemented at each stage of operation, to ensure high levels of accuracy. A highly dedicated and skilled workforce, backed by extensive training, result in faster turnaround times, better cost effectiveness, and increased quality. Our accuracy level is 99.5% in the critical fields of data capture.

Where **QUALITY** meets **INTEGRITY** »

Various methodologies such as look-up tables, validation rules, arithmetic checks, relational tables and double blind data entry have been developed by in-house programmers. These provide built-in double precision and ensure data validity and integrity right at the source.

Errors are identified at different stages of report generation. Intermediate levels of error reports are used to retrain the operators. All employees are also trained on implementing and maintaining various regulatory standards like HIPAA.

The GCS business model is based on a platform of steadfast work ethics, transparent business practices and unflinching customer orientation: the elements which synergize to make a partnership enduring and endearing.

This combined with our desire to go that extra mile to meet, and exceed, our clients' expectations, has earned us the trust and confidence of our clients.

Today, GCS is a limited company employing over 100 employees. Our extensive resources and sound financials are backed by new-age HR policies, and a vibrant work environment.

Guident Consultancy Services Pvt. Ltd.

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