

Commercial and Nonprofit Capabilities

Experts in business process solutions

TDEC provides outsourced business process solutions that help commercial and nonprofit organizations achieve their operational objectives. For nearly 70 years, our skilled workforce and proven processes have set a standard for efficiency, cost control, and quality outcomes.

TDEC helps streamline complex processes and accelerate results for those challenged by seasonal and surge volume, resource-intensive needs, or niche skills. Our approach is underpinned by extensive institutional experience and an unwavering commitment to agility.

TDEC's solutions can supplement existing resources, handle backlog or deadline-driven tasks, or fill operational gaps.

PARTNER WITH TDEC:

- ✓ Quality control 99+%
- ✓ Agile, adaptable, and scalable services
- ✓ Fast turnaround times
- ✓ Locations nationwide
- ✓ SOC 2 Compliant
- ✓ NARA Compliant
- ✓ TruSight Validated



APPLICATION PROCESSING

Receipt & Processing
Document Imaging & Indexing
Data Entry
Data Verification
Quality Control
Coding
Clerical Support
Storage & Disposal



CALL CENTER

Inbound Calls
Emails & Voicemail CRM
Data Entry



CLAIMS PROCESSING

Receipt Processing
Document Imaging & Indexing
Data Entry/Verification
Quality Control
Bronzing & Coding
Clerical Support
Storage & Disposal
Image & Data Delivery
Metadata Reports



DATA ENTRY

Completion Review
Data Verification
Data Extraction
Keying from Paper
Keying from Image
Online Keying
Quality Control



DOCUMENT MANAGEMENT

Document Preparation
Forms Processing
Scanning
Quality Control
Document Hosting
Document Indexing
Batching
Image & Data Delivery
Metadata Reports



REMITTANCE PROCESSING

Receipt
Scanning
Data Collection
Coding & Indexing
Lockbox Services
Remote Deposit Capture
Quality Management
E-file Production
Disposition



TAX PROCESSING

Mail Receipt & Processing
Document Preparation, Imaging & Indexing
OCR
Data Perfection & Verification
Quality Control
Remote Deposit Capture
Fraud Review
Batch Balancing
Image & Data Delivery
Metadata Reports



SUPPORT SERVICES

Process Design and Management
Customer Support
Mailroom Services
Administrative Services
Quality Control
Surveys
Program Support



VITAL RECORDS MANAGEMENT

Mail Receipt & Processing
Document Imaging & Indexing
Data Entry from Paper, Images, Microfilm or Media
Data Verification
Image & Data Delivery
Metadata Reports

Streamlined solutions for nearly 70 years

THE TDEC DIFFERENCE: QUALITY CONTROL

Our established Quality Control Plan (QCP) is based on recognized standards including ANSI, PMI, and ISO. Quality Control is built into every step of our process, performing 99+% accuracy while still achieving fast turnaround times. As a SOC 2 accredited business, we are heavily invested in maintaining strict security controls that protect our clients' data. Throughout our 65 years in business, we have never incurred a data breach.

- ✔ Integrated Management System
- ✔ Project Performance Oversight
- ✔ Proven Processes and Management Procedures
- ✔ Effective, Efficient Execution of Requirements
- ✔ Quality Assurance- Continued Process Improvements
- ✔ Management and Technical Performance Metrics

ACCELERATED DATA DELIVERY

A national marketing firm receives data from over 40,000 restaurant locations. They needed a partner to prepare and scan fluctuating volumes of data quickly and accurately. TDEC processed submissions in less than 48 hours with 98.9% accuracy.

EFFICIENT DATA ENTRY

TDEC supports a research company when surveys require special handling. In a four-month period, we handled 1.2 million records and entered more than 14.1 million keystrokes.

FAST RESULTS

A university-affiliated nonprofit research center conducts its studies using surveys. TDEC increased the efficiency of collecting results by developing an streamlined process for scanning paper-based surveys and entering data.

TIMELY CUSTOMER SERVICE

A major national bank was slow to process auto loan applications. By outsourcing the process to TDEC, that time was reduced by half, resulting in more loans and higher customer satisfaction. We adapted processes to meet the bank's evolving program and technologies and have processed over 3 million applications in 6 minutes or less.

DECISION-READY RESULTS

A national nonprofit needed data entered for tabulation. TDEC created a proprietary data model and entered over 3 million keystrokes with 99.9% accuracy. The results significantly reduced costs and accelerated decision-making based on the research results.



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