



Paperwork, Accurate, Immediate, Effortless

M&Y Solutions for Document Management

Why M&Y

- Over 10 Years of Document Management experience and expertise
- 99.98% accuracy, guaranteed
- 24 hour or less turnaround time
- 100% Client Retention
- Competitive Pricing
- ISO9001 and ISO27001 Certified



We used other vendors when we selected M&Y. Out of all the Indian and European vendors we looked at, none came close to the accuracy and cost of M&Y.

Operations Project Manager,
U.K. Marketing Firm



Companies rely heavily on documents of all sorts, from purchase orders and invoices to specialized documents like credit card applications and technical documents. At M&Y, we know that slow turnaround, inaccurate data entry, lost paperwork or any other sort of document mismanagement can severely impact a company's business operations.

M&Y is here to help. M&Y has been assisting companies with document management for 10 years. We have perfected our systems and processes to offer the highest levels of accuracy and the shortest turnaround times - all for the lowest cost possible. M&Y is ISO27001 certified, the highest certification worldwide for security, so you can rest assured that your data is secure.

Benefits

- **40-70% Cost Savings** – M&Y's global delivery centers in China allows us to deliver quality services at the lowest cost possible
- **The Highest Quality** – Double keying and a QA process delivers an unparalleled accuracy rate of 99.98%, guaranteed
- **Fast Turnaround** – By operating 24 x 7 M&Y is able to commit to the fastest turnaround times
- **Peace of Mind** – M&Y's delivery model ensures you have local management to ensure communication and management is easy

Case Study: Global Mid-size Sales & Marketing Firm

Background

Our customer is a global leader in direct marketing and face-to-face customer acquisition with an excess of over 8,000 field staff serving 21 countries. Their unrivaled ability to generate brand awareness and unprecedented growth in new customers has been enjoyed by market leading companies from industries such as Finance, Insurance and Telecommunications. In order to achieve maximum commercial value, our client decided to outsource the data capture and processing of all new customer acquisition contracts to M&Y Global Services.

Objectives

1. Ability to process large volumes of data from multiple sources
2. Adherence to tight turnaround times while maintaining the highest level of data quality
3. Provide a secure environment that would allow for sensitive data
4. Offer the same capture process solution across multiple languages

The M&Y Solution

M&Y provided a dedicated area within our global delivery center in Daqing (North China) to provide the highest quality, fastest and most cost effective data capture services for our client. Specifically, we created a dedicated server to our client to store uploaded and scanned documents. With these dedicated servers, we were able to provide a 4 hour turnaround time throughout various countries.

Results

- Achieved 99.95% accuracy and a 3 to 24 hour turnaround time
- Improved conversion and billing cycles significantly
- Improved efficiency by implementing communication control, robust security infrastructure, and process improvement
- Added the ability to support a global service offering across multiple languages

By engaging in a long term, strategic partnership with M&Y, our client has significantly reduced their cost per contract and the billing cycle time.

Document Management Services and Solutions

- Mailroom
- Document Prep
- Scanning
- Indexing
- Data Capture
- Validation & Verification
- Web Hosting
- Physical Storage

About M&Y Global Services

M&Y Global Services is a global provider of BPO services focused on the U.K., Australasian, North American and Chinese markets. Founded in 2001, M&Y pioneered the BPO offshore outsourcing industry in China becoming the first Chinese company to offer true BPO services to international clients.

Still today, at 2,200+ employees, M&Y is the only Chinese BPO with a credible track record of servicing the international outsourcing community. M&Y works with a variety of customers worldwide in the financial services, manufacturing, retail, construction, transportation, telecommunications, logistics, utilizes, and non-profit sectors.

M&Y Global Services

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