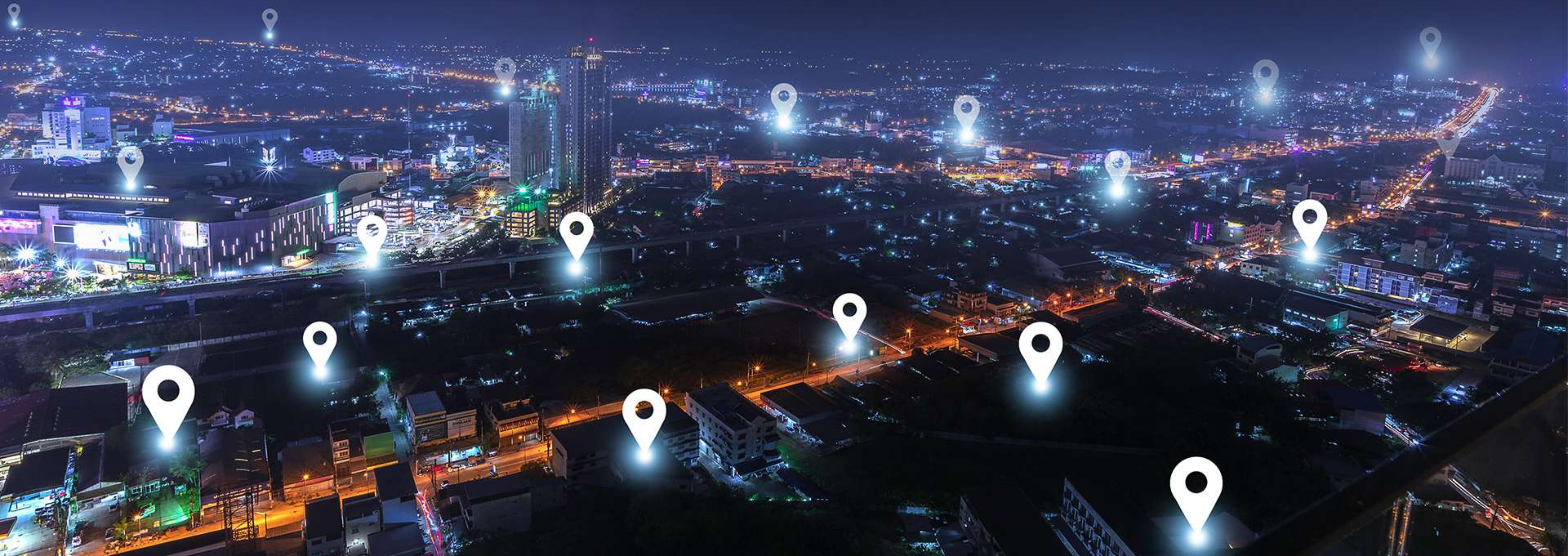


infocon

INFOCON INTERNATIONAL PVT. LTD.

“Desire to Achieve Customer Satisfaction”



OVERVIEW

Infocon was established in **1992**, it is Headquartered in Bengaluru, the Silicon Valley of India.

The company, true to its name, is a prominent Corporation in the **Information Conversion** profession.

The Corporation's forte are in the expanses of **Collecting, Converting and Collating (CCC)** documents and repurpose as per client specifications the information for e-publishing.



PHILOSOPHY

The Corporation's Value proposition is to uphold transparency to customers and endeavor a work ethos that cares personal and professional evolution of all employees.



DIVERSE DOCUMENTS SERVICES



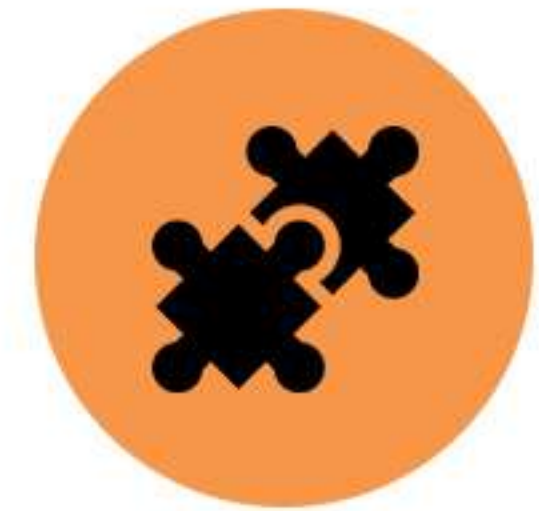
Profile Refinement



Non Voice CRM



Processing of Primary
Law documents



Customized Solutions



Conversion Services



Content Markup



Content Enhancements



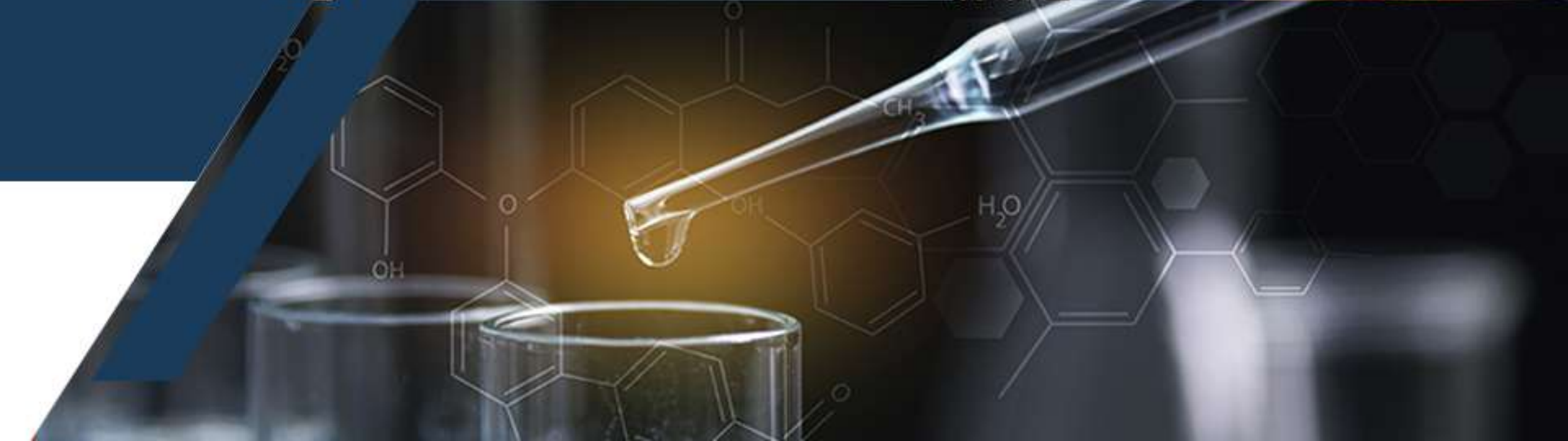
Data Mining Services

PROFILE REFINEMENT

Infocon has generated numerous databases of Lawyers, Doctors, Scientists and other professional groups for its clients.

The Profile Refinement Service involves:

- Collection of Information on individuals available in the public domain
- Collating the information collected
- Disambiguating the information available
- Building the database



PRIMARY LAW INFORMATION

Data Mining of Primary law information:



Case law documents from various Federal, States, District courts and Statutes & Regulations from Government agencies across 51 states in U.S



Daily updates of Bills and Registers of 51 states of U.S



Generation of unique Attorneys database with cases that they are associated with.



Case law documents from 1950 and Statutes & Regulations from 2008

The source documents arrive in a myriad of formats and styles. They are converted into a uniform, easily reusable XML format and delivered to clients across the globe within 24 hours of collection.

DATA MINING SERVICES

Infocon provides update services for US State Statutes and Regulations covering all 51 states of USA. Our team of experts gather Registers and Bills from official state databases and pick updates for our topic-wise databases accordingly.

Our topic-wise state databases are:

- Environment Health and Safety (Laws and Regulations)
- Revenue and Tax (Laws and Regulations)
- Healthcare (Laws and Regulations)
- Privacy Laws
- Labour and Employment Laws
- Corporate Laws
- Anti-Trust Laws



NON-VOICE SERVICES

A great customer support has a direct impact on the company's growth & success. Today, quality customer support is more important than the products, services & how customers feel is hugely dependent on how you treat them.

Infocon has a specialized team for resolving queries and customer cases over web via email and recording the resolution of queries accurately using the customers query management platform and ensuring a strong customer satisfaction. The Infocon Non-Voice service advantage are



- Handling customers' feedback, questions and complaints efficiently and empathetically. Escalating customer feedback as required.
- Handling inbound communication in a professional manner.
- Complying with relevant standards, policies, procedures and guidelines when dealing remotely with customer queries
- Helps to deflect common customers questions and answers quickly.
- It's a cost-effective and robust solution for companies to realize their goal of delivering impeccable customer support in a manner that's both sustainable and scalable.

CUSTOMIZED SOLUTIONS

- Over the last two decades Infocon has developed expertise in providing end to end and customized solutions to various Global companies.
- One such company is Leagle Inc. which is a leading provider of copies of primary case law from all Federal & State courts in the United States of America. The website Leagle.com is completely built, maintained, operated by Infocon and owned by Leagle Inc.
- Customized and end to end solutions has been designed for Leagle.com:
 - Building the databases of cases from the Federal, State, Appellate and Supreme courts from 1950.
 - Daily collection of slip opinions.
 - Advance sheets and bound volume copies are added, as and when available.
 - Building Leagle.com, a stable, fast & responsive website offering sophisticated search facility of over 7 million US case law documents.
 - Collect and publish over 1,700 cases from across 354 jurisdiction and 541 websites every day.
 - Opinions of the court are updated within 24 hours.
 - Sending email alerts to thousands of Lawyers daily when their cases are published

OPERATIONS MANAGEMENT

Metrics Management

Clear and well defined metrics for the business aligning to the client KPI based on:

PRODUCTIVITY

QUALITY & ACCURACY

TIMELINESS

Performance Management

An In-house developed feedback system to ensure that every employee is successful from the perspective of meeting professional goals using:

LEADERSHIP MODEL

FEEDBACK SYSTEM

Training

Standardized process for New Hire Training, Supervisor Development Program and up-training to meet the clients KPI.



OUR STRENGTHS

- **Offer tailor-made solutions to customers.**
- Optimized systems which facilitates the smooth execution of projects.
- Complies with client supplier requisites.
- Contractual obligations and audits are diligently observed.
- Employees enjoy a stress free working environment thereby enhancing productivity.
- Highly trained staff, equipped with in-house developed and optimized work processes which can quickly accommodate the change in process.
- Over two decades of experiences, has evolved unique capability of processing data with highest level of quality consciousness, timely delivery resulting in customer satisfaction.
- Infrastructure has been set up as per the global standards.



OUR OFFERING



FLEXIBILITY

“Infocon is adaptable”

to the head count needs of the out-sourcing client.

“Infocon has the ability”

to Ramp-up & Ramp-down based on the requirement of the client.

CUSTOMIZED SERVICES

**Your workflows,
Your KPIs, Your Productivity targets**

**Our People, Our Facilities,
Our Management at cost effective pricing**



AMENABLE DELIVERY MODELS

**Full Time
Employees**

**Transaction
pricing**

**Turnkey
Projects**



THANK YOU

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