

Why overlook your back-office process when it has such an impact on your bottom line?

DATAMARK's BPO solutions are helping banking institutions streamline their back-office processes to improve efficiency and compliance while enabling end-to-end process transformation to support business growth...

...and all for a cost that's less than what you're paying now.

DATAMARK[®]
I N C O R P O R A T E D

Why outsource your back-office processes to DATAMARK?

Our Process

Receive



Receive paper or electronic documents

Capture



Capture critical data fields along with special handling requirements

Verify



Verify for accuracy

Deliver



Deliver data in batches or key directly into system

Archive



Store original documents in secured location

Our Services

- Mailroom
- Image Processing
- Remittance
- Collections
- Customer Service
- Credit Cards
- Loan Processing

Our Experience

For over 20 years, DATAMARK has been helping Fortune 100 companies transition to a Business Process Outsourcing model that improves back-office efficiency and quality while significantly cutting operating costs. Our knowledge of the industry and expertise in Lean Sigma processes ensures a smooth integration of people and technology; and our mix of on-site, on-shore, near-shore and far-shore processing facilities allows you to choose the labor arbitrage model you want as well as the disaster recovery you need.

Our Clients

American Express	JPMorgan Chase	Capital One
Interstate Capital	Credit One	MBNA
Principal Financial Group	Signet Bank	Citibank

Our Results

Reduced Expenses

- Consolidating and streamlining processes
- Introducing standardization
- Applying proven technologies
- Leveraging global processing centers

Improved Quality Levels

- Eliminating critical billing errors (DATAMARK guarantees a **99.5% accuracy level** on all data fields entered)
- Automated auditing to reduce the sample size and associated costs
- Implementing corrective action programs focused on continual process improvement

Reduced Turnaround Time

- Expediting document processing (some in less than 3 hours)

Increased Insight & Control

Our secure customer web portal provides an enterprise view of transaction processing, resulting in:

- Real-time viewing of Key Performance Indicators (KPI) that enable clients to quickly assess and adapt their business to meet ever-changing customer demands
- Real-time prioritization of high impact functions

Call today to find out how DATAMARK can help you improve cost efficiency, operational flexibility, and customer satisfaction.

DATAMARK[®]
INCORPORATED

Call Jerry Sarabia at:

1(800)477-1944

www.DATAMARK.net