

ENGINES ON: XML ENHANCEMENT PROCESS DOCUMENT

DRIVING PRINCIPLES

XML Enhancement is focused on aligning people and technology to deliver maximum value.

The key idea is ensuring solution integrity through:

- Automation for handling high capacity with minimized errors
- Continuous incorporation of intelligence into the automation

ENGINE POWER

Technology is a critical element in our business and automating operational processes is a continuous endeavor. Developing and incorporating software engines into all processes is an important aspect this automation.

Automation translates directly into increased:

- Reliability – less margins of error
- Business continuity – operational processes become explicitly defined
- R&D – more time to build higher value solutions

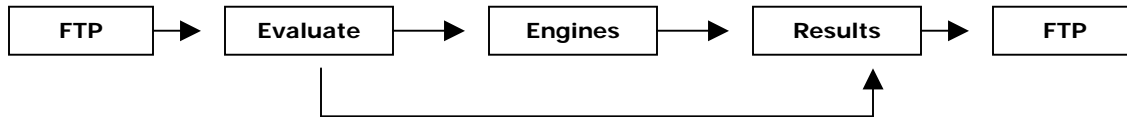
“JVIS RapidFire”: THE FLEXIBILITY OF INTELLIGENCE

An example of engines is “JVIS RapidFire” – an intelligent software engine used in enhancing and converting documents from multiple formats into XML documents.

Intelligence is a critical factor in building high-capacity processing engines since experience distilled into the software adds tremendous flexibility in handling varying degrees of structured and unstructured input. Input documents that do not adhere to prescribed rules often create the bottleneck that prevent high-quality volumes to flow through the engine. By analyzing rules and formats – some general and some specific to a client – we are continuously incorporating intelligence into the engines to create a band of flexibility in handling a certain degree of deviation and ambiguity.

This process translates into freeing up several bottlenecks to speed and quality and “JVIS RapidFire” currently has a transaction capacity of 40,000 manuscript portions/day. This speed is being constantly accelerated with additional research and development - with no compromise on quality.

THE OPERATIONAL PROCESS



Processes are executed by a combination of people and software engines.

Getting it Across: FTP

The first step is getting the documents from the client. This is transacted through an FTP server. The FTP server can be a JVIS-operated server or a client-operated server. This flexibility allows scale-up and security to be adapted to requirements.

Evaluation: Fast Analysis

This next step is brief yet critical to ensure that the appropriate workflow, operational team members and tools are deployed for the task. The exact requirements are determined and mapped to specific elements of the XML enhancement process including sub-processes, people and specific software engines. If there is any unusual task requirement, the best way to handle it is identified at this point.

Running the Engines

The next phase is the deployment of engines to execute sub-processes. For instance, this could range from preliminary checks based on pre-defined instructions to execution of XML Enhancement modules.

The principles driving the engines are:

1. decrease the margins of error
2. accelerate the turn-around times
3. increase the consistency of performance

The Results

The process culminates with the modified files and documents as well as a file that documents the exceptional or erroneous information. All these files are returned via FTP to the point of origin.

CRITICAL PROCESS ENABLERS

Relationship Velocity and R&D

We actively track the historical requirements of a client over time to determine regular patterns in the work. The software engines that comprise the automated part of the XML Enhancement process are being continuously refined by incorporating these work patterns after analysis and R&D.

Infrastructure and Work Environment

The computing, communication and work environment are all geared towards high productivity. Internet connectivity is via high-speed broadband. The PC's and networks are state-of-the-art. Communication includes multiple telephone lines as a measure of redundancy. The work environment is comfortable and relaxed yet performance-driven.

Business Continuity

Business continuity includes measures at multiple levels to allow for most conceivable disruptions. This includes:

- Back-up of all data at multiple locations
- Back-up computing and communication infrastructure at multiple locations
- Back-up power supply at multiple locations

In effect, this allows work processes to continue in the event of minor and/or major disruptions.