

Company Name: SCOPE INTERNATIONAL PRIVATE LIMITED

Product / Solution Name: eOps

Innovation Imperative: Recognized for Social Innovation: Market Facing Product Innovation

Brief Overview of the Innovation:

eOps is a 'breakthrough innovative application platform' for Operations. eOps, is a web based application developed by the Technology Team of SCOPE International Private Limited. eOps would transform the way applications are processed in future by Banking Operations team.

eOps belief Statement: **"Make a difference in people's lives by providing earning opportunities through data entry work from anywhere"**

In eOps, any formatted application form filled in by the customer (for e.g. credit card application) will be scanned as an electronic image within the Bank's core scanning infrastructure. The scanned image will then be "form bursted" into multiple small images (called snippets). The snippets will then be pushed in a scrambled manner on to the internet for data entry where a pre-registered "virtual data entry user" (VDE user) will get to see only one image at a time for data entry. Once the data entry is completed for each snippet, the data will be securely collated internally for further transaction processing.

"VDE users" are registered into eOps through a registration process which includes a successful completion of a 'data entry typing' test.

VDE users can be from a confined RURAL BPO or working directly from home which may include physically challenged persons, home-makers, retired employees, part-time workers, college students. Users get paid based on the number of characters they entered and based on their quality / skill level.

Benefits to the customer:

- **Improved TAT (Turn Around Time), productivity**
- **Cost Arbitrage**

Business opportunity:

- Use eOps for any back office operations which involve data entry based on structured application forms.
- Virtualize other similar operations tasks like translation, trans-literation.

Other Key Benefits :

- Green initiative enabler - Reduced carbon emission, Aiming at paperless operating model / reduced premises usage (less electricity, water, etc) ; Enables GO GREEN
- Employment opportunities – Rural locations, Work from home/ Work from anywhere resources, Physically challenged / Flexible working option for women, students...
- Financial inclusion through using Semi-skilled work employment opportunities.
- Improve work-life balance. Provide part-time employment opportunities.
- Saves travel time and avoid pollution. (work from home OR from rural place)
- Move jobs to low cost locations (Tier 2,3,4 cities/towns and villages); enables reverse migration; Take the 'jobs' to villages.
- Women empowerment; Diversity & Inclusion