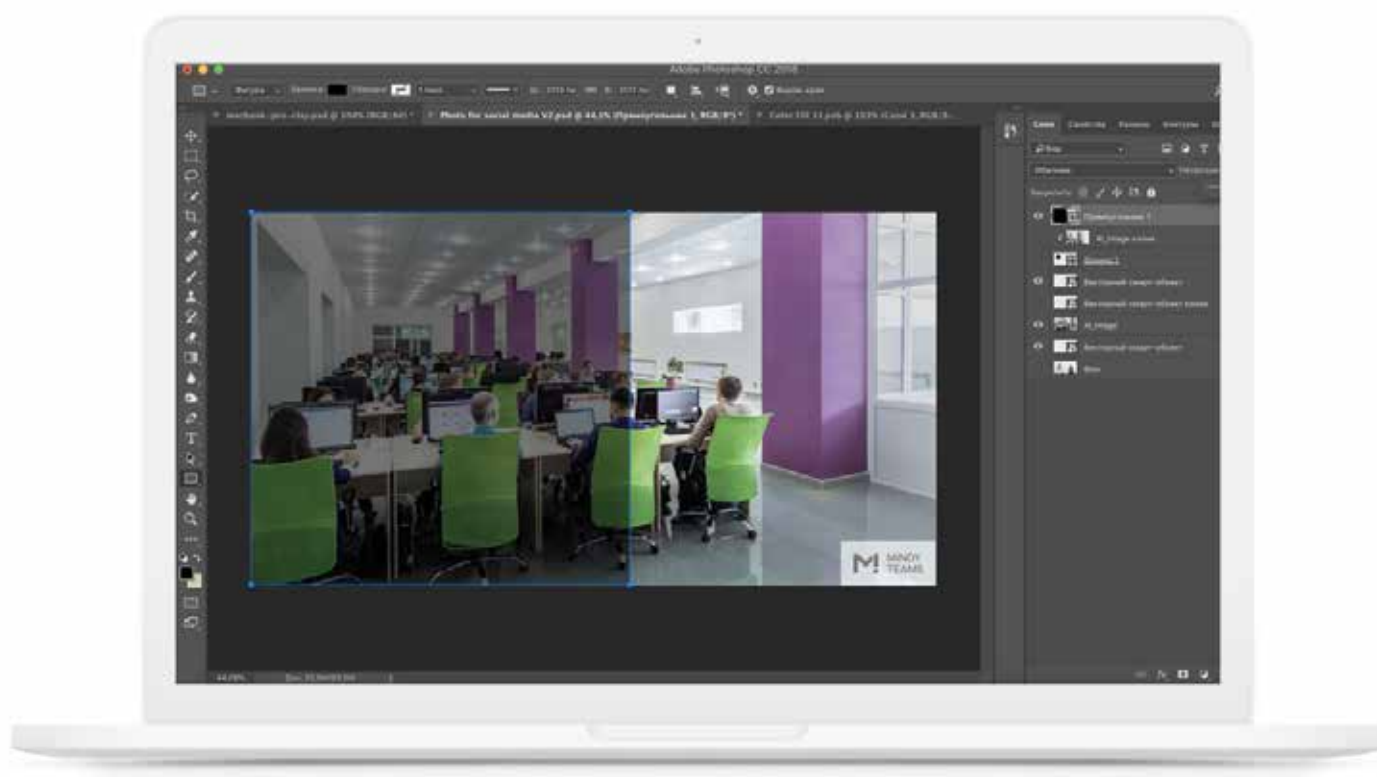




Case study: 1,000 times faster data processing in 6 months



Client Profile

Industry: FMCG Cashback
Location: Amsterdam, the Netherlands
Size: 51–200 employees

Company Bio

Our client operates the leading fast-moving consumer goods (FMCG) cashback application in the Netherlands. This Dutch location-based couponing company provides discounts and promotions in its app for iOS and Android.

Overview

Using our client’s app, users can discover the best discounts at nearby shops, bars, restaurants, and retail chains. Business owners can use the app to promote their businesses with coupons, attracting more clients and converting clicks to bricks. The app also allows businesses to define their customers’ needs and wants by asking customers to fill in an online form with questions, then take photos of their receipts in order to convert them into discounts. Sounds great, doesn’t it?

” The results speak for themselves about the Mindy Support team’s capabilities. It is even more than I expected. We are so fortunate to have such a team!

— Happy Customer
Founder

Daily entry receipts

56,348

Employees

110

Growth

1,040%

Challenge

A challenge arose when our client received a huge number of receipts via the app. These receipts needed to be processed manually, meaning someone needed to verify each one and then transfer all data from the receipt to a database.

WE GET IT DONE.

Solution

Mindy Support formed a team with a team leader who communicates directly with the client’s management. The team leader receives all tasks and training materials, adapts them for the team, and then conducts a workshop in which they explain details of the work. They also act as a supervisor and quality control manager, ensuring that all tasks are done accurately.

Mindy Support is ISO 9001 certified. Our information security management system (ISMS) is built on the basis of ISO 27001:2013 international standards that helps organizations keep information assets secure.

GDPR

We are committed to respecting all rights of the data subjects under the General Data Protection Regulation (GDPR) (EU) 2016/679. According to the Article 28 of the GDPR, the relationship between the controller and the processor are regulated by Data Processing Agreement, which we put in place with every Client.

Results

We’re proud of what we’ve achieved since 2015:

- We’ve grown from 8 to 110 team members.
- We now manually process an average of 56,348 receipts per day.

We’re open to involving more people to achieve even greater results.

56,348

DAILY ENTRY RECEIPTS

110

EMPLOYEES

1,040%

GROWTH



About Mindy Support

Mindy Support is an international brand with 6 offices across Ukraine. Since 2013 Mindy Support empowers companies all over the world by providing cost-efficient business process outsourcing with no compromise on a quality. We build effective teams in customer care, marketing, sales, research, data processing and annotation as well as a back office support for businesses of all sizes.

