

# Business Process Management Partner

 **98%** processing accuracy

 **98%** SLA adherence

 **24hr** TAT

# WHO WE ARE

IMS Datawise, your global partner delivering expert **Business Process Management** solutions, supports enterprises across industries. We help businesses improve efficiency, streamline workflows, and drive growth through end-to-end operational support.

As part of **IMS Group**, we bring enterprise governance, global delivery capability, and the operational maturity that complex, high-volume business programs demand.

### RECRUITMENT SPECIALIST

**20+**

Years Industry Experience

### GLOBAL REACH



United States



United Kingdom



Europe



Asia-Pacific



WORKFORCE  
**3,000+**



CLIENTS  
**250+ Brands**



**3 OPERATIONAL CENTRES**  
India (Ahmedabad & Jaipur),  
Philippines (Manila)

## Our Certifications





**BFSI**

Loan Lifecycle Support

Dispute And Fraud Management

KYC/AML

Claims Processing

Transaction Processing

Policy Administration & Renewals

Payments & Chargebacks

Dealer Operations Management



## **Automotive**

**Dealer & OEM Support**

**Customer Support**

**Vehicle Inspection**

**Title Processing Support**

**Condition Reporting**

**Lien Release Coordination**

**Damage Annotation**

**Document Verification**

**Image Validation**

**After Sales Support**



## **Real Estate**

**Tenant Onboarding And Lease Management**

**Title**

**Rent Processing And Maintenance Coordination**

**Escrow**

**Lead Handling**

**Closing Coordination**

**Scheduling & CRM Updates**

**Document Verification**

## Image Analytics

Image Data | Annotation & Labeling | Quality and Governance | Image Classification

## Contact Center

Voice Support Services | Non-Voice Support Services | Customer Experience Management | Back-Office Operations

## Data Analytics Services

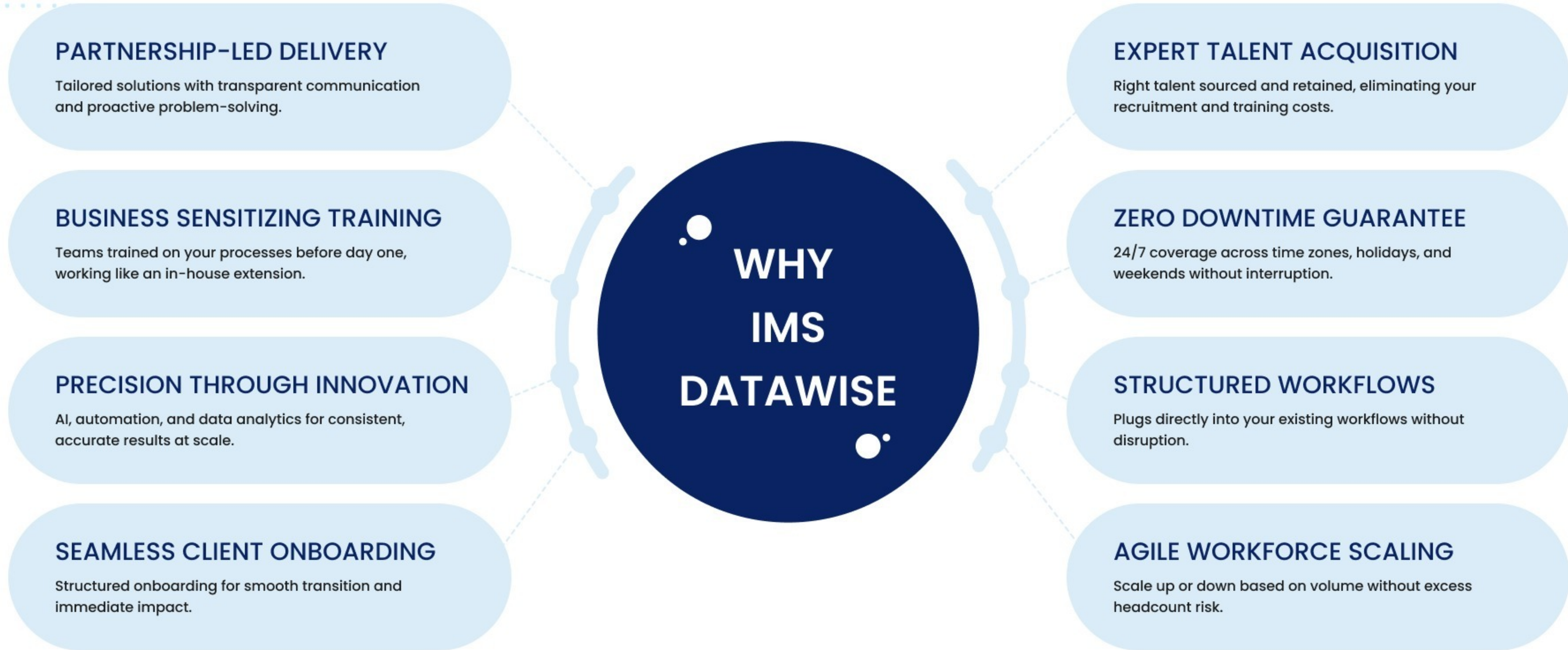
Data Processing & Management | Reporting & MIS Support | Business Intelligence Support | Data Quality & Compliance Support

## Risk and Compliance Services

Compliance Checks & Audit Support | Transaction Monitoring | Quality Assurance & Process Audits | Claims & Insurance Verification Support

# Delivering Results Across Domains

<p><b>01</b> <b>Automotive Fortune 500 – US</b></p>	<p><b>Challenge</b></p> <p>No standardised QA governance to sustain <b>24-hr SLA</b>. Inconsistent annotation accuracy and errors in damage tagging and ADAS validation at volume.</p>	<p><b>Solution</b></p> <p>IMS Datawise deployed <b>110 specialists</b> team with Tier 1 &amp; Tier 2 QA across segmentation, damage tagging, and ADAS validation.</p>	<p><b>Result</b></p> <p><b>261,744+</b> Vehicles Annotated</p> <p><b>98.2%</b> Accuracy</p> <p><b>13k</b> Annotations/Week</p> <p><b>35%</b> Faster Processing</p>
<p><b>02</b> <b>Leading Auto Finance Provider – US</b></p>	<p><b>Challenge</b></p> <p>Operational bottlenecks between <b>approval and funding</b> led to rising dealer escalations, deal slippage, customer drop-offs, and increased rework.</p>	<p><b>Solution</b></p> <p>IMS Datawise deployed a <b>dedicated dealer operations &amp; funding support team</b> covering validation, stipulation tracking, dealer follow-ups, title verification, lien setup, LOS reconciliation, and extended-hours support.</p>	<p><b>Result</b></p> <p><b>24hr → 12hr</b> SLA</p> <p><b>+14%</b> Funded Conversion</p> <p><b>12 Days → 5 Days</b> Title backlog</p> <p><b>18% → 7%</b> Funding TAT</p>
<p><b>03</b> <b>Mortgage Firm – US</b></p>	<p><b>Challenge</b></p> <p>Scaling limits, fragmented QC, and SLA shortfalls across <b>compliance-heavy property</b> and <b>mortgage workflows</b>.</p>	<p><b>Solution</b></p> <p>IMS Datawise deployed <b>dedicated offshore teams</b> across property inspections, hazard claims, compliance audits, with embedded QA cycles and escalation protocols.</p>	<p><b>Result</b></p> <p><b>98%</b> Processing Accuracy</p> <p><b>2M+</b> Properties Processed</p> <p><b>10M+</b> Bids/Loans Processed</p> <p><b>95%</b> SLA Adherence</p>



# READY TO TRANSFORM YOUR OPERATIONS?



## SCHEDULE YOUR DISCOVERY CALL



**MITESH SAHA**

**Executive Vice President** - Global Sales

✉ [mitesh.saha@imsplgroup.com](mailto:mitesh.saha@imsplgroup.com)

☎ +1 646 499 3002



**ANOOP MENON**

**Sr. Manager** - Sales & Key Accounts

✉ [anoop.menon@imsdatawise.com](mailto:anoop.menon@imsdatawise.com)

☎ +1 646 502 9860