

Our Content and Information Solutions

Your content supply chain. Our single-source solution. Maximizing your return on investment.

According to Bloomberg, large database publishers, content aggregators, and other ePublishers spend as much as ten percent of their total revenue on content conversion, deployment, and the ongoing support of their electronic products.

Industry Recognition

“No 1 Service Provider in Print and Publishing Outsourcing”

– 2009 Black Book of Outsourcing.

“Top 5 BPO Provider in Document Management Services”

– 2010 Global Outsourcing 100, International Association of Outsourcing Professionals

“Top 10 BPO Provider in Media and Entertainment Services”

– 2010 Global Outsourcing 100, International Association of Outsourcing Professionals

“Vendor of Choice”

– 2009 Emerging Markets Supplier Report, Everest Research Institute

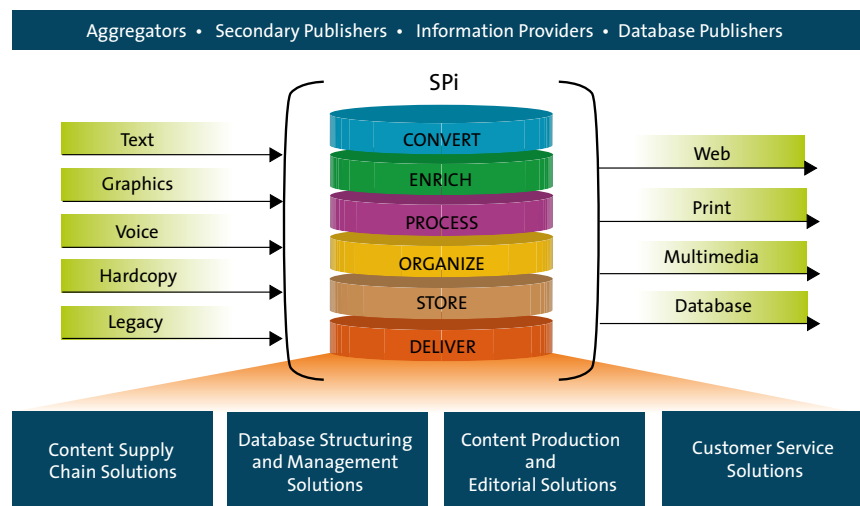
“Excellence in Non-Voice BPO”

– 2010 International ICT awards, Philippines

Given the massive amount of information produced each year, and the vast sums of money spent annually aggregating, analyzing, editing, converting, and managing this information, it is becoming more and more critical for information providers, content aggregators, and database publishers to find ways to achieve process improvements and efficiency gains within their content supply chains.

Here’s how SPi can help. Using its robust best shore model, SPi combines its deep domain knowledge with comprehensive content supply chain solutions to deliver greater cost-efficiency, faster time-to-market, shorter turnaround times, higher dependability and scalability, and customized project management.

Take a look at how SPi can add value across your content supply chain.



SPi delivers customized solutions that:

- Digitize, capture, analyze, and structure new and legacy content.
- Aggregate and manage disparate content sources and feeds.
- Migrate data sets from legacy content and database platforms to new ones.
- Perform application development and database maintenance activities.
- Quality check eContent prior to release to customers.

Flip over to learn more about our content supply chain service offerings.

Solutions
People
Innovation

 **SPi Global**



Why SPI?

Experience. Three decades in the business.

Expertise. Deep domain knowledge – 300 customers.

Scale. 14,000 employees in 26 locations across the US, Asia, and Europe.

Best Practices. ISO 9001:2000, ISO 27001:2005, Six Sigma.

Technology. 120-member technology team – customized tools.

Resources. Parent owner is PLDT, a NYSE-listed company.

Contact Information:

2807 N. Parham Road
Suite 350
Richmond, VA 23294
T 1 804 262 4219
E bizdev@spi-global.com

Content Supply Chain Solutions

eContent Supply Chain Management.

Experienced provider of a single-source, “soup-to-nuts” solution—from managing the content acquisition process to creating the final products for multiple channel distribution.

Source Provider and Licensor Relationship

Management. Day-to-day relationship management with your content providers to enable a quick and cost-effective back-end aggregation.

Content Management Platform Services.

Develop, integrate, and maintain CMS applications and systems for content aggregators and database publishers.

Database Structuring and Management Solutions

Database Design. Develop schemas and taxonomies that enable optimal “search and retrieve” using state-of-the-art tools.

Database Clean-up, Extraction, and Fact-Checking. Database cleaning, de-duping, validation, fact-checking, database research, information clipping, and content extraction services for a wide variety of information providers.

Platform Migration and Maintenance.

Customized solutions that efficiently and cost-effectively migrate and maintain content platforms.

Application Development and Maintenance.

Design, develop, implement, maintain, support, and upgrade publishing and content software applications.

Development and Update of DTDs and Schema. Highly experienced with a wide variety of customer-specific and industry specific DTDs, such as EAD, TEI, XHTML, NLM XML, OeB, DocBook, and ISO 12083 XML DTD.

Content Production and Editorial Solutions

Content Conversion. Comprehensive and robust end-to-end solutions—from data capture, archival imaging, and metadata creation, to large-scale, tag-intensive SGML/XML transformation, and quality assurance.

Content Structuring. Specialize in “SGML/XML-first” workflow to deliver complex content in a flexible, highly-stable, and repurposable format. Work with clients to streamline their digital distribution towards a single-source, multiple delivery channel model.

Copyediting and Proofreading. Expert knowledge on standard industry editing styles. Perform different levels of editing and proofreading based on client requirements.

Indexing. Create and update bibliographic and product indexes of any size or type—and with as much detail as our clients require.

Graphic Arts Services. Graphics creation, redrawing from source data such as technical drawings and MS Office™ documents, graphics and color correction, image clean-up and manipulation are some services we offer.

eProduct and eContent Testing. Highly experienced in beta testing of eProducts. We test for functionality, quality, usability, interoperability, and accessibility—including section 508 compliance.

Customer Service Solutions

Customer Service. Pioneers in providing offshore solutions for customer services like order fulfillment, subscriber management, and invoicing. We also provide 24 x 7 help desk solutions for online products and applications that require user support.

Contact Center Services. We offer a wide array of high quality, inbound and outbound, voice and non-voice services. Our fully integrated delivery platform provides clients with the flexibility to pick and choose the channel that best meet their needs, whether that be voice, email, fax, chat, or web-based support.

Our portfolio of services is extensive. What can we do for you?



www.spi-global.com