



Service Definition

**Data Capture, Application and
Survey Processing Services**



Data Capture, Application and Survey Processing

Adetiq is a UK-based service provider specialising in secure data services and cloud support. In recognition of its delivery capability, Adetiq was awarded Global Sourcing Association **'Onshore Delivery Team of the Year'** in 2025, reflecting excellence in UK-based service delivery, governance and operational quality.

Adetiq have been supplying data capture services for over 50 years with a wealth of experience in all aspects of capture from whatever format. Be it traditional data capture from paper such as surveys or application forms to image processing and automated data capture from TIFF, JPG or PDF. We can also capture data from emails, SMS or chat direct into your cloud systems for immediate use.

By employing our proprietary data capture systems, we are able to improve efficiencies and integrate Quality Control processes before returning your data. These systems employ advanced automation techniques including supervised AI-driven recognition and classification models, IOCR (Intelligent Optical Character Recognition), IMR (Intelligent Mark Recognition) and OMR (Optical Mark Recognition) to capture all or part of your data electronically, thus benefiting from our hybrid approach to processing to ensure the best possible outcomes for our clients. The data is returned to you in a pre-defined format to fit with your own systems. Because hybrid processing is fast, accurate and with manual intervention where beneficial, the cost savings for business can be significant.

We offer truly bespoke data capture services and don't rely on "off the shelf solutions", we also offer secure delivery and disposal after data processing.

Working as part of your project team, Adetiq will ensure that your data capture requirements result in high quality, comprehensive data and that the data is further handled to provide your business with the insight it needs, within the timelines and parameters stipulated by your requirements.



How the Service is Delivered

AdetiQ delivers all services from its secure UK-based offices in the South East of England, using only UK-based personnel. Services are delivered within controlled office environments to ensure data security, accuracy and compliance when handling sensitive information. AdetiQ does not use offshore or home-based resources for service delivery.

Each engagement is overseen by a dedicated Project Manager, supported by Project Supervisors, who is responsible for end-to-end delivery, coordination of operational teams and performance against agreed service levels. The Project Manager acts as the primary day-to-day point of contact and provides clear governance, reporting and communication throughout the engagement. AdetiQ typically operates as an extension of the customer's in-house team, applying the same levels of ownership and accountability.

AdetiQ welcomes customer audits and site visits and is regularly audited by clients as part of ongoing assurance and quality management activities.

Delivery teams are structured to ensure operational resilience and continuity, including coverage for fluctuations in volume, planned absence and business continuity requirements. Team members rotate within projects to maintain up-to-date knowledge of processes, controls and service objectives, supporting consistent service standards.

Service delivery is supported by AdetiQ's wider business functions, including IT and information security teams. These teams ensure that systems are regularly tested and patched, staff receive ongoing data security training, and all processing activities are recorded within systems that maintain a full, end-to-end audit trail of actions and interactions.

AdetiQ employs a hybrid delivery model combining skilled personnel with automation and supervised artificial intelligence and machine learning technologies. AI and ML are used to support data capture, validation, classification, enrichment and quality assurance activities, improving efficiency and consistency while remaining transparent, explainable and subject to human oversight.

Disaster recovery and business continuity arrangements are in place and tested periodically to support continuous service delivery. AdetiQ maintains compliance with UK GDPR, ISO 27001, ISO 9001 and Cyber Essentials Plus.

How we price

Pricing for Data Capture, Application and Survey Processing services follows a hybrid pricing model, combining transaction-based pricing for data capture activities with role-based day rates for management, quality assurance, and specialist support.

Where source documents are suitable for automated processing, data may be captured using OCR and intelligent recognition technologies. Where documents contain free text, poor image quality or complex layouts, manual data entry may be applied. This ensures pricing reflects the nature and complexity of the source material.

Role-based day rates apply where required for project management, workflow supervision, quality control, automation configuration, or specialist intervention. All services are delivered by UK-based personnel within secure, accredited environments. Prices are exclusive of VAT, with no minimum volumes or hidden charges.

Features of Service

Adetiq's data capture services are flexible according to the requirements of the project at hand.

50 years in the industry has taught us that often no two projects are exactly the same. Therefore, upon commencement we offer consultancy and best practice advice with regard to the best process(es) develop a project plan to ensure the best results.

Features of our Data Capture Include:

- Any source documents/data formats handled, including streamlining disparate data from multi-channel sources, email, sms, xls, database, paper, tablet to push your data into your systems as soon as it is available.
- Telephone/email/SMS outreach to data subjects for annual checks.
- Automated data enrichments services to ensure completeness.
- End-to-end data management ensuring it is accurate, complete and current
- Manual and automated web mining data enrichment.
- Automated geospatial address data checks.
- A fully integrated combination of data automation systems, and skilled personnel to deliver projects – combined in a manner to deliver the best results.
- Skilled, knowledgeable UK based workforce. Benefit from different specialisms from across the business. Adetiq has a diverse workforce with a range of skills sets, which we are able to allocate to any data project accordingly. Our technical teams are able to programme systems for automation and have specialist skills according to the nature of the data and associated systems.
- Adetiq can work with any source or destination formats, and can work directly within your systems, using our own specialist systems or a combination to achieve the best results.
- Real-time data transfer.
- Highly secure, ISO 27001:2022 certified, Cyber Essentials Plus accredited data processing environment.
- Project planning, milestones and management information provided as standard.
- Hybrid of Robotic and Machine Learning automation (RPA/ML) and human



resource depending upon specific requirements.

- Secure shredding of hard copy documents and 100% recycled.

- Entirely UK based operation, office based and security. background checked personnel.
- Specialist data capture/data transformation systems with full audit capabilities.

Benefits of Service

The capture of data held within your systems is key to holding accurate, complete and current data and can be labour intensive on a long term basis.

By outsourcing data capture you will benefit from the skills and expertise from specialists in the industry, whilst also alleviating the burden from in-house teams.

Outsourcing highly labour intensive tasks, has proven to reduce costs and improve accountability and accuracy. Further key benefits are:

- Obtain maximum business benefit from the information you already have and ensure a seamless data flow into your cloud systems. Build better customer profiles and/or ensure regulatory compliance by ensuring that your data is accessible, up to date and in one central location.
- Save time, searching through archives for information. One central repository of all data, will maximize the efficiency of your internal team.
- Ensure that your business data is usable and valid over the long term, with an audit trail to demonstrate the efforts your business takes to ensure the validity of its data.
- Outsourcing data capture brings accountability to the project. Selecting a professional organisation with Service Level Agreements and Key Performance Indicators in place, will ensure a professional and complete service delivery, which is also impartial in terms of assessing the accuracy of information.
- The team at Adetiq are data experts with Adetiq in operation for 50 years.
- Adetiq uses the latest technologies, and continually assesses the market for new innovative technologies. Benefit from the advances in automation, without the cost of installing new software and hardware.
- Adetiq uses an effective hybrid of technology and skilled resources tailored to the specific requirements of each project. Accuracy and completeness is critical, and therefore the best methods will be employed according to the specific requirements of the task.
- Alleviate internal work forces from time consuming administrative work, outsourcing has proven to be a cost and time effective method of conducting administration tasks – allowing internal resources to



focus on core business matters.

- Adetiq has comprehensive data security standards and credentials for governance and peace of mind, ISO 27001 and UK Government Cyber Essentials Plus certifications.
- Adetiq is based entirely in the UK and welcomes all clients to visit the office premises to review operations.
- As standard Adetiq tracks every interaction with every data project, to ensure effective and complete tracking and auditing capabilities.
- Adetiq offers scalable solutions, completely

customisable to the business requirements.

- Quality Assured, Adetiq are ISO9001 certified.
- Ethical, Adetiq adhere to an Ethical policy for both internal staff and the wider environment.

Data Capture, Application and Survey Processing Clients

