DOCUMENT MANAGEMENT SIMPLIFIED BY DOK SOLUTIONS

DOK Solutions facilitates both physical and digital storage of records.

Managing organizational records is a time and space consuming task, with manpower spent on segregating, stor□ing and retrieving documents. This necessary yet cumbersome task can easily be outsourced with high returns, where the organizational staff will be allowed to operate productively without the added burden of managing paperwork. DOK Solutions Lanka, a leading record man□agement service provider focusing on streamlin□ing organizational record flow, provides a wide range of enterprise record management and Business Process Outsourcing (BPO), capitalizing on operational efficiency, productivity, and flex□ibility. It is ISO certified for Quality Management and OHSAS certified for Occupational Health and Safety.

DOK Solutions Lanka…Provides A Wide Range Of Enterprise

Record Management And Business Process Outsourcing (BPO).

Established in 2010, DOK Solutions is a member of the business conglomerate Abans. Starting with 15 staff members offering physical archiving services for the corporate sector, DOK Solutions has today, grown into a large company with over 85 employees providing a broad portfolio of services. They also have expanded their physical presence to three warehouses in Mount Lavinia, Ja-Ela and Kelaniya and a fully fledged dedicated Data Center in Orion City focusing on digital archiving and data entry. They are expecting to expand their presence by adding more warehouses as they progress.

Offering document archiving services, DOK Solutions manage the entire life-cycle of the documents including storing, retrieving, and delivery with special care paid during storage and delivery. With 24/7 security and surveillance at the warehouses that accommodate an extensive number of document boxes, they ensure that the safety of the stored files is not hindered in any way. A comprehensive fire management system, access control, and regular pest control are complemented with a reliable disaster recovery plan. The retrieval procedure has been made simple for the convenience of the client, and the transit and delivery are done by designated staff of DOK Solutions. The security of the documents while in storage and transit is not challenged, as they are never outsourced to a third party.

DOK Solutions have expanded their services according to the market requirements, actively offering digital archiving services to their clients. Data capturing and cloud storage are done on the client site or on DOK Solutions sites, according to the preference of the client. Additionally, cloud services are obtained from well-recognized partners along with their security guarantees. DOK Solutions manages the soft documents in bulk using a Document Management System, which can retrieve data within a few seconds with simultaneous access to several users, assuring heightened efficiency.

“There are simple business processes in any organization, which you can outsource,” explains Prabodhanie Wanigasundara, COO, DOK Solutions. “When you burden your internal staff with these non-core activities, it wastes their time. By outsourcing such tasks, you are creating a value addition which saves your time, cost, and effort, allowing your staff to focus on their core activities. Our expertise is taking on non-core processes of our organizations and providing a value addition to our clients.”

Prabodhanie Wanigasundara, COO, DOK Solutions.

The uniqueness of the service provided by DOK Solutions is in their flexibility of service and trustworthiness.

DOK Solutions also offers several other BPO services along with document management; front-end data entry manned by DOK Solutions staff deployed at client locations, Insurance Policy management, daily mail management, and fixed asset tracking. They have the capability to handle any customized Business process to suit the specific requirements of the clients.

As a part of their wide service portfolio, the company provides consultation services on document management and process outsourcing, with a decade of experience in the field with clients varying in type and magnitude. They of□fer advice on segregation and management, which eventually would free-up office space as well as would make internal processes efficient.

DOK Solutions currently provides services to banking giants and major insurance companies in the country, as well as hospitals, research companies, NGOs and retailers. DOK Solutions is proud of their 100 percent retention rate over nearly a decade in operation. Aiming to expand to overseas markets in the near future, they hope to maximize the services rendered in the local market as well. Prabodhanie Wanigasundara, COO of DOK Solutions speaking of their plans for growth stated, “Our future plan is to make this com□pany a fully fledged BPO, where we can offer

other process outsourcing services like Finance BPO and Human Resource BPO. Instead of only placing focus on Document Management, we will be expanding the scope of our services.” The uniqueness of the service provided by DOK Solutions is in their flexibility of service and trustworthiness. They are committed to deliver□ing client requirements even beyond working hours and working days, and they ensure the transit is done while maintaining confidential□ity. The well-trained and well-experienced staff members enable DOK Solutions to maintain a warm relationship with the clients. The incom□parable excellence of the service offered by DOK Solutions can be attested by their perfect reten□tion rate.