

DOCUMENT & CONTENT MANAGEMENT

Government agencies must manage large volumes of documents and capture vast amounts of data in order to fulfill their missions. Pearson Government Solutions designs, develops, and operates custom document and content management and data collection solutions to help government agencies make critical business decisions and meet their objectives.

We combine multiple technologies in innovative ways to transform data into useful information. Whether it's capturing and reporting data from millions of paper census forms in a period of weeks, or developing systems to calculate eligibility for the nation's student financial aid programs, Pearson Government Solutions provides scalable, customer-centric solutions designed to meet government agencies' mission objectives.

We integrate large-scale document management, data collection using multiple technologies, data processing, and data warehousing and mining to meet government agencies' mission-critical information needs.

LARGE-SCALE DOCUMENT MANAGEMENT

Pearson Government Solutions provides complete, large-scale document management solutions for agencies across government. We use a sophisticated workflow management system to carefully track documents through our processing systems and ensure the timeliness of data collection projects. Our Independent Quality Control Unit (IOCU) and built-in quality checkpoints ensure accuracy. And our comprehensive security measures ensure the protection of confidential demographic, financial, and taxpayer data.

Features of our document management solutions include:

- Large-volume document receipt and preparation
- Workflow management system to carefully track documents
- High-speed scanning and imaging
- Multi-stage quality control
- Imaged and paper-based document archival and retrieval
- Secure document storage

DATA COLLECTION

Pearson Government Solutions provides a full range of data collection systems and services for local, state, and federal government agencies. Our data collection solutions run the gamut from manual data entry to the latest Web-based systems. We analyze clients' specific data collection requirements and design the system that best meets each client's needs.

Features of our data collection solutions include:

- Data collection via a wide variety of electronic media, including magnetic tapes, cartridges, and secure file transfer protocol (FTP), to accommodate the full range of data submission methods, enhancing flexibility and convenience
- Design, development, and deployment of advanced Web-based applications that enable convenient, cost-effective, and secure data collection via the Internet
- Skip logic, edit testing, and other methods to ensure data accuracy
- Secure Sockets Layer (SSL) and encryption keys to ensure data security
- Automated data collection using optical mark read (OMR), optical character recognition (OCR), and intelligent character recognition (ICR) technologies
- Manual data collection using key-from-image (KFI) and key from paper

- Development, scripting, voice-over recording, and operations of interactive voice response (IVR) systems to provide convenient, user-friendly data collection solutions for customer satisfaction surveys and similar applications
- Complete inbound and outbound telephone survey services including computer-assisted telephone interviewing (CATI) technologies

DATA PROCESSING

Pearson Government Solutions maintains computing and support facilities worldwide, including a 20,000-square-foot, secured data center. Our sophisticated, technologically advanced data processing facilities in the nation has the capacity to accurately process extremely large volumes of data within short turnaround times. Our data center also offers significant magnetic disk, optical, and tape storage capacity, the finest in high-speed laser printers, uninterruptible power supplies, and the highest level of data security.

Features of our data processing solutions include:

- Electronic records management services including data capture, storage, and backup
- Design and development of data processing systems including individualized proprietary software packages and customization of off-the-shelf software
- Data perfection software programs that check for the complete entry of data

- Comment entry services including key entering any written comments the customer wants captured
- Comment coding services to analyze trends in comment data
- Electronic data exchange with our customers including data received by Pearson Government Solutions and the dissemination of captured data back to the customer

DATA WAREHOUSING AND DATA MINING

Pearson Government Solutions provides the data warehousing and data mining solutions today's government agencies need. Using relational databases and a wide variety of report and query tools, we design and implement data warehousing and data mining solutions that transform operational data into meaningful information.

Features of our data warehousing and data mining solutions include:

- Advanced database management technology and data warehousing software to provide our clients with state-of-the-art access to their data
- Analysis of large amounts of data quickly to accurately identify trends, patterns, or problem areas
- Full, secure, Web-based access to statistics and reports
- Virtual private networks (VPNs) to allow point-to-point access to data when more privacy is required



- Support options including call center services, Web-based reporting, and e-mail management to support our clients' end-user access requirements

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Pearson Government Solutions is an equal opportunity employer. We are committed to employing a diverse workforce.