![SBL logo](Success through Partnership)

A successful SBL project for record **transcription of Norwegian registers** dating from the 15th century onwards

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CASE STUDY

Abstract

An online genealogy service company based in US, required Norwegian census registers to be extracted from age old images ranging from the 15th to 19th century.

Norwegian genealogy records are collections of non-English (Norwegian) handwritten records of events such as birth, marriage, census, death, and military records maintained in the Scandinavian country of Norway.

The client approached SBL with the requirements for transcribing the old genealogy recordswith high data accuracy. After a detailed discussion and thorough understanding of the client's requirement, the SBL team initiated the transcription process.

Challenge

The age-old scripts required a high level of expertise in the Norwegian language to transcript with a high data accuracyof 99.5%. The hand written Norwegian records were difficult to be extracted and had to be converted to data.

The extracted data had to be safeguarded against mishandling and manipulation.

Approach

The SBL team conducted a detailed discussion with the client to understand all the client requirements. A Norwegian genealogist came on-board to train the selected team in the non-English handwritten style.

Using the guidelines, an initial sample transcription of the records was done. This was approved by the client to ensure SBL's process is in-line with the client's requirement.

The SBL team developed a customized Indexing tool with Norwegian genealogy dictionaries incorporated within. The tool was also equipped with basic input conditions which combined with conditional settings helped eliminate errors while transcribing the records.

The indexing tool benefits

The transcription process was fine-tuned on a regular basis incorporating the client's feedback, thereby enabling the SBL team deliver highly accurate data transcripts from complex handwritten style records.

SBL processed more than 80 million non-English records including some very complex records.

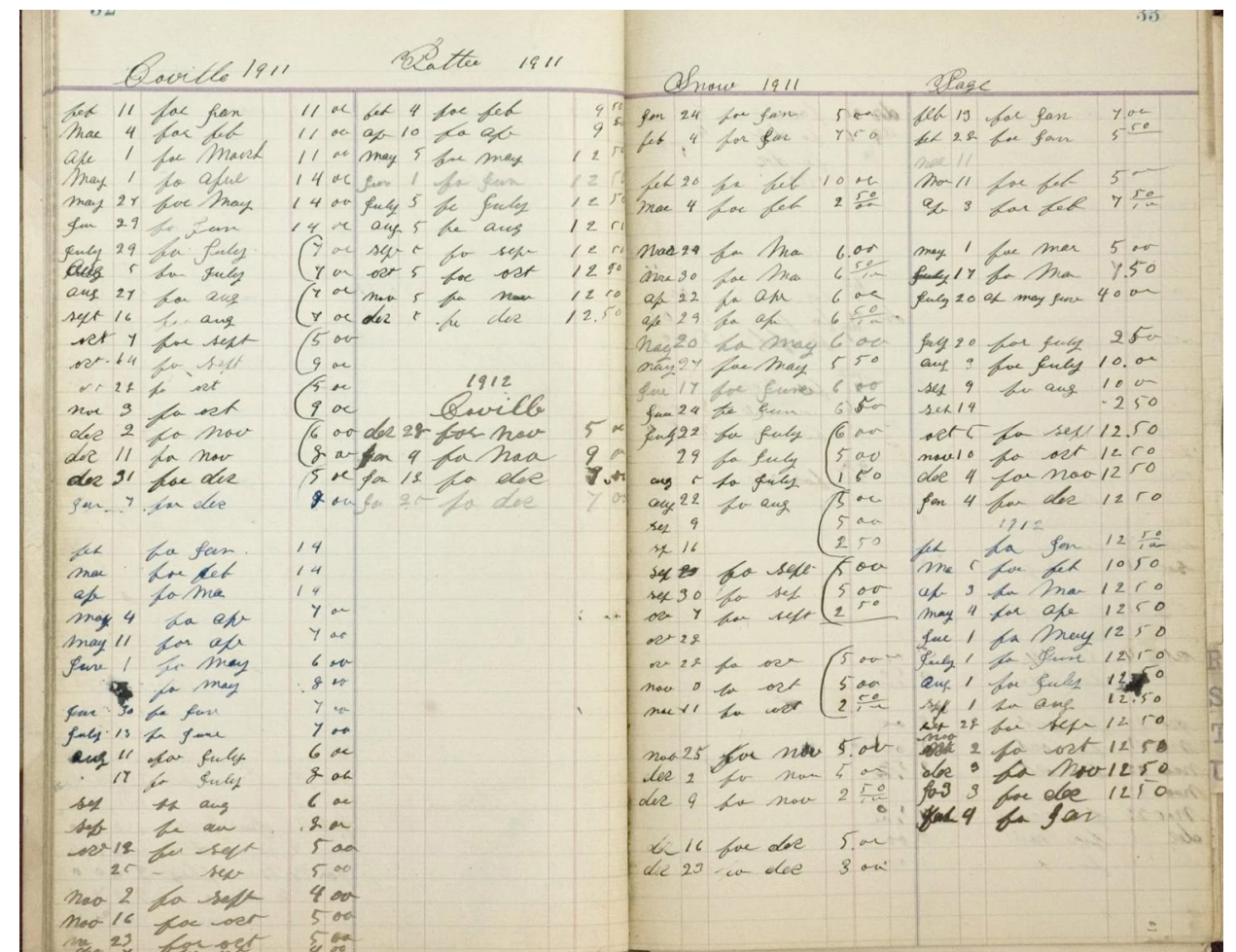**1** Improving the productivity and quality of the transcripts.

2 Eliminating assumptions, spelling errors and typographical errors with inbuilt dictionaries.

3 Automatically highlight mistakes in the transcribed words, thereby enabling reverification of data and improving data quality.

4 Enhancing data accuracy using conditional settings to remove any errors in the transcribed records

Benefits and value addition

High quality and timely project delivery
Our team adheres to stringent quality standards and ensures timley delivery according to SLA.

Identify discrepancies
SBL's project related query raising system enabled the client to identify discrepancies in the project that were not identified earlier by themselves.

Extract data from illegible images
SBL team identified several illegible images during transcription. This report helped the operation team take a proactive decision for successful completion of the project.
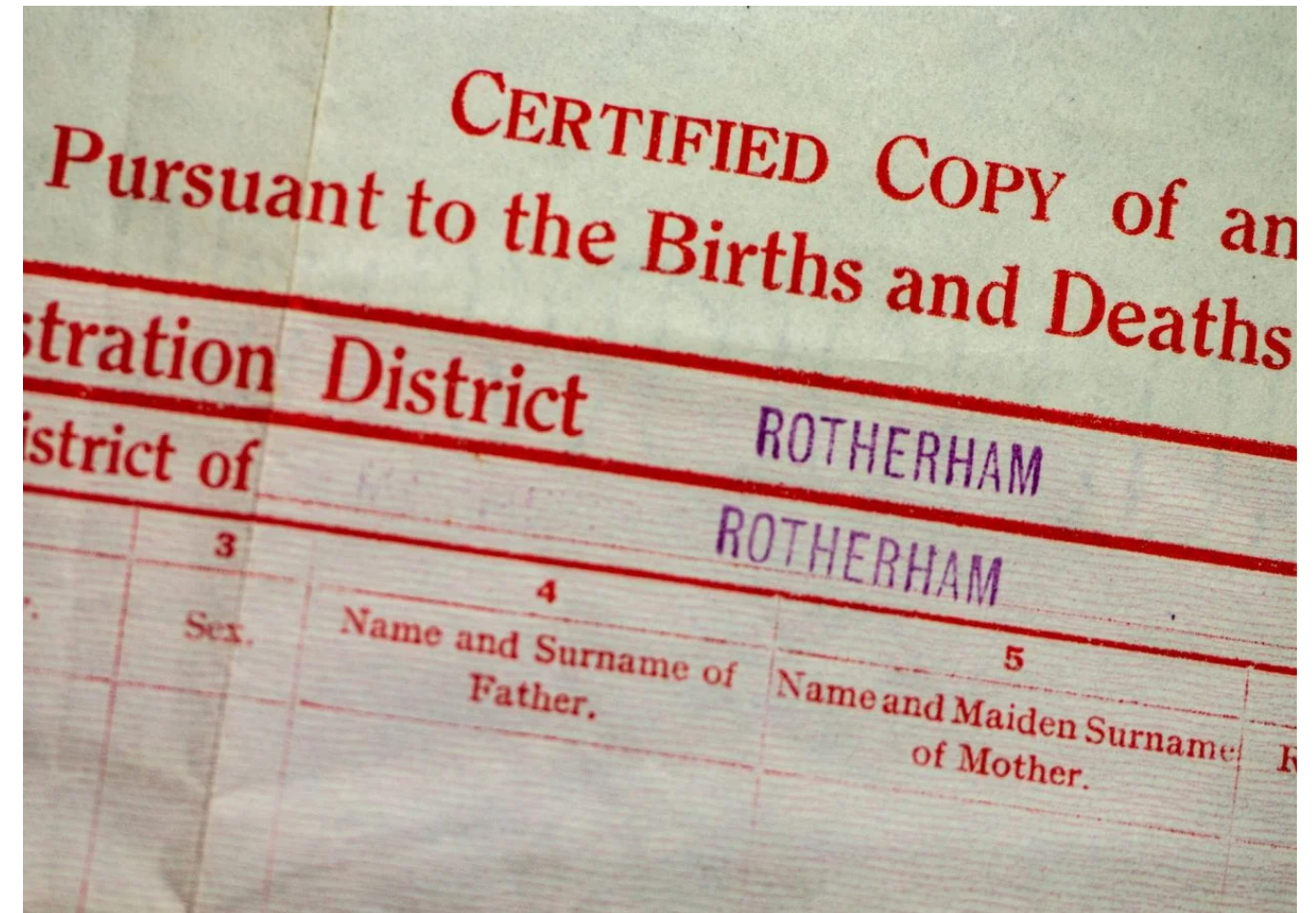
Process transparency and tracking
Improved the business continuity plan with the client.

Customer feedback

The client was happy and appreciated the team's effort with a special mention about the process transparency standards incorporated by the SBL team.

The client has considered SBL as one their most preferred and trusted offshore team.

About us

SBL is an IT and ITeS service provider that offers smart solutions to organizations across geographies and industry verticals and empowers them to respond quickly to the changing market dynamics. We offer a range of customized services and solutions that allow our customers to reduce operational costs substantially while accelerating the growth of their businesses.

Success through Partnership

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