A leading content aggregator
A leading provider of research databases, journals, and magazines

Project / Service Category
Content Enhancement / Editorial Services

Services Provided
• Abstraction and Indexing Services

Background
The client, a leading provider of research databases, maintains hundreds of scholarly collections, supports high-level research in the key areas of academic study by providing journals, periodicals, reports, and books. The client wanted HTC to provide the abstracting and indexing services to make each abstract and heading a valid research tool for its end users.

Challenges
• Handled multi-format inputs
• Development of search engine
• Client’s expected high quality output in short turnaround time

Solution
HTC combined human efforts with proprietary software to get the desired results. We deployed Subject Matter Experts (SME) from a wide variety of disciplines, including Humanities and Social Sciences. The client trained our SMEs on writing abstracts and assigning headings.

We developed an in-house software for abstracting and indexing which had the ability to take in multiple input formats / images and deliver output in the client-preferred formats. A repository of controlled vocabulary terms for different domains were created to aid the abstractors and relevant subject headings were applied for indexing purposes.

Benefits
• The high accuracy of the abstracts guided the end-users to make the right buying decisions and enhanced customer satisfaction
• Keyword-rich abstracts improved the discoverability of the content
• HTC’s consistent delivery of high quality outputs minimized the workload of the client’s Quality Control team

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