



Digitizing North Carolina's Vital Records at Scale

Secure. Accurate. Proven at State Level.



From the moment we began working with HTC, their cadre was incredibly attentive, detail-oriented, and professional... Our experience with HTC went exceedingly well, and the result will benefit North Carolina families and customers worldwide. We have no reservations recommending HTC for a digitizing project.

— **Joseph Watkins, MBA, MSA**
Section Chief, State Center for Health Statistics

The Client

The **North Carolina Department of Health and Human Services**, through its Division of Public Health and State Center for Health Statistics, oversees the **Office of Vital Records**, which manages historical and legal birth records critical to citizens, families, and statewide public health programs.

Many of these records existed only in paper form, creating challenges around accessibility, preservation, and operational efficiency. The state initiated a large-scale digitization program to modernize these archives while maintaining strict standards for accuracy, security, and governance.

The Challenge

North Carolina faced a complex digitization challenge:

- High-volume, paper-only birth records
- Limited ability to fully profile data upfront due to scale
- Variability in handwriting, formats, and readability
- Risk of cost overruns caused by unknown data edge cases
- Need for a vendor that would collaborate rather than monetize uncertainty

The state required a partner capable of delivering accuracy, flexibility, and transparency at scale.

The Solution

HTC Global Services partnered with the North Carolina Department of Health and Human Services to digitize over **one million legacy birth records**, transforming paper-only archives into structured, accessible digital assets that serve families, administrators, and public health stakeholders.

HTC's Digitization Approach

1 Structured Discovery & Profiling

HTC combined stratified sampling with iterative data profiling to identify record patterns and edge cases early, reducing downstream risk.

2 Tiered Processing Model

Records were categorized based on complexity and readability, enabling a cost-effective, scalable processing model tailored to real-world conditions.

3 Collaborative Data Mapping

As new data patterns emerged, HTC worked collaboratively with the state, completing multiple rounds of data translation and mapping without issuing change requests.

4 Senior SME Engagement

Weekly technical touchpoints ensured progress, quality, and transparency. Senior leadership and technical SMEs remained directly accessible throughout the program.

The Benefits

The initiative translated complexity into clarity, delivering scalable execution and meaningful outcomes for North Carolina.

Execution at Scale

- Digitized over **1 million birth records**
- Managed unanticipated data conditions without disrupting timelines
- Completed more than a dozen data mapping and translation iterations
- Maintained pricing integrity despite evolving requirements
- Delivered consistent turnaround and responsive support

Outcomes & Public Impact

- Long-term preservation of vital historical records
- Improved accessibility for citizens and families worldwide
- Reduced dependency on fragile paper archives
- Created a scalable digital foundation for future modernization initiatives

About

HTC Global Services

HTC Global Services is a leading global provider of innovative IT and Business Process Services and Solutions. Established in 1990 with headquarters in Troy, Michigan, USA, HTC combines its extensive technical and domain expertise along with its business partner approach to enable clients to realize business transformation and maximize business returns.

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