



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

KELLY KIMPLE • Acting Director, Public Health

Dear Prospective Clients,

The North Carolina Office of Vital Records issued a statement of work in 2024 for the purpose of digitizing birth records only kept in paper form. The awarded vendor was HTC global. The award was for digitizing one (1) million records.

From the moment we began working with HTC, their cadre was incredibly attentive, detail-oriented, and professional. Their past experiences with digitization projects really shown through during these interactions, as they were well-prepared and had a clear, methodical approach to the timeline. They were very thorough, even exceeding contract requirements in certain areas to ensure project success.

HTC was very easy to work with as we began to discover unanticipated elements in the data; their first option was not always a change request. We met, brainstormed creatively and collaboratively, and settled upon mutually beneficial solutions. We decided to proceed with a tiering model which was cost effective for NC.

We attempted to manually profile our data by employing a stratified random sampling methodology on the paper records. However, due to the volume of records, it was difficult for us to attain a high-fidelity data profile. This led to HTC informing us of the edge cases which fell outside of the provided guidance, which meant we underestimated our projection for readability. This led to more than anticipated rounds of data transformation and translation guidance. Thankfully, we did not have to haggle over exorbitant prices, and never felt hostage to price gouging given they were in possession of our records. We had over a dozen rounds of data mapping/translation versions exchanged without a change request.

HTC was very accessible and had a quick turnaround on any questions we had. Surprisingly, their Vice President, a technical subject-matter expert, was accessible and highly involved. We had weekly, technical touchpoints with him to ensure the project was progressing smoothly.

Our experience with HTC went exceedingly well, and the result will benefit North Carolina families and customers worldwide who have relatives who were born in North Carolina. We have no reservations recommending HTC for a digitizing project.

Sincerely,

Joseph Watkins, MBA, MSA

Section Chief

State Center for Health Statistics

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF PUBLIC HEALTH

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