



# Digital Content Solutions for Your Business Needs

Monetize your content, reap the full value of your business data—and collect proprietary data to more effectively manage your business and serve your customers. DDD offers digital content and data solutions to businesses and institutions worldwide.

You gain a competitive advantage through our project management excellence, our deep commitment to staff training and development—and our top-notch onshore customer service. Our services include:

## Digitization and Conversion Services



- Content Conversion
- eBook Conversion
- Newspaper & Archive Digitization
- Editorial

## Data Services



- Data Entry and Data Verification
- Database Content Support / Data Hygiene
- Records Management

## Research Services



- Internet Research
- Field Research
- Market Research
- Data Collection and Analytics

## Impact Sourcing

Your organization gains additional value based on DDD’s socially responsible business model called “Impact Sourcing.” At DDD, Impact Sourcing means that we employ talented disadvantaged youth, help them complete higher education and achieve upward mobility, in our unique work/study program. Your business benefit from a deeply committed workforce with low attrition. Your business needs are met with the same rigorous standards of a traditional BPO firm while achieving a more sustainable supply chain, mitigating the risks of worker exploitation, and engaging your own employees in a personally satisfying sourcing relationship.

### High Standards of Traditional BPO

- Excellence in service quality and security
- Delivery on client required turn-around time (TAT)
- Competitive pricing
- Low attrition rate



### Impact Sourcing Supports Business Objectives

- Commitment to employees mitigates risk of workforce exploitation
- Sourcing from new geographic markets diversifies risks
- Access to new labor markets bridges the talent gap
- Strengthens your reputation and employer brand

### Company Facts

- Founded: 2001
- Locations: Cambodia, Laos, Kenya, United States
- Staff: 1100 worldwide
- Structure: Hybrid Non-Profit / For-Profit

## Professional project management and dedicated teams are part of DDD's commitment to both our clients and our staff.

RIGOROUS RECRUITMENT • LONG-TERM STAFF RETENTION • WORK PERFORMED IN OUR OWN FACILITIES (AVERAGE 4 YEARS)



### 1. Recruitment

A rigorous selection process uses aptitude testing and motivational interviews to identify youth with skills and drive. Half our staff are young women; about 10% are youth with disabilities.



### 2. Training

A comprehensive training program starts prior to on-boarding and continues while working at DDD. In addition to university study, training includes IT and English skills, providing a foundation for current work and lifelong marketable skills.



### 3. Employment

DDD makes a long-term commitment to the staff we hire. They work at DDD and have the opportunity to study at university. Attrition is well below industry average as our workforce has a unique opportunity for personal and professional development.



### 4. Graduation

DDD retains the best talent and provides them with training in project and quality management. However, most program graduates move on to professional jobs, earning more than four times the average local salary.

## OUR CLIENTS INCLUDE:

### Publishing



LibreDigital

Reader's Digest

### Corporate

ancestry.com



**nor1**  
Upgrade Your Life®

### Academic



Stanford University

Yale

### Government



### Institutional



## Awards and Recognition

KENYA VISION 2030  
AWARD FOR BEST BPO



3S AWARD  
THE GLOBAL SOURCING COUNCIL, 2012



THE GLOBAL JOURNAL  
2013

**GLOBAL**  
THE  
TOP 100  
BEST  
NGOs  
2013

2013 ICTAK ICT  
VALUE AWARD



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