



*Business Outsourcing Services  
For Your Unique Organization*

**Listen, Execute, Excel**

## Your Business is Unique

You have your own unique goals, objectives and requirements for your business organization. We work with your unique business and quickly adapt our services to meet your needs. Our services free you to grow your company and helps achieve your goals in a short time period.



## Your Benefits

**Reduce Costs:** You lower your costs by 40% to 50%, increase your net margins and maximize the value of your firm.

**Increase Revenues:** You can focus on high value activities that increase your revenues and outsource the repeatable, less client centric tasks.

**Increase Competitiveness:** Leverage the time difference between India and the USA or Europe to provide your clients with overnight service response.

**Security:** The security, integrity and protection of your information is our standard operating practice.

**Quality:** Our well qualified and trained professionals plan and execute to exceed your expectations.

**Scalability:** Ramp up quickly to meet your business cycles and growth. Reduce the associated training and operational expenses.

## Our Services

### Data Entry

Reduce your data entry and archival processing costs significantly. Our team of experienced professionals along with robust imaging and scanning technologies gets your work done more efficiently.

#### Data Entry input formats

- Text, Numeric or Alphanumeric
- Printed or Handwritten matter
- Hardcopies or Scanned Images

#### Data is delivered to you in the following formats

- Database Format
- Excel Format (.xls)
- Word Format (.doc)
- Acrobat (.pdf)
- Access (.mdb)
- HTML (.htm)
- ASCII
- Binary
- Other formats specified by clients



### Industries

- Healthcare
- Finance and Insurance
- Marketing
- Manufacturing
- Retail
- Publication and Education
- Non-profit
- Legal
- Transportation
- Others which have need for volume data processing

## Our Services

### Medical Transcription

#### We value a physician's time

We recognize that a physician's time should be spent in caring for patients. We have made our transcription process so easy and worry free that the physician can focus on what they do best "provide care to their patients".

#### Your Benefits

- High quality transcriptions with quick turnaround
- Easy process and interfaces to use
- Billing based on actual work produced
- Cost effective and scalable solutions
- Flexible dictation methods, phone or recorder
- 24 hour access to data
- Easy web based administration and reports



#### HIPAA Compliant Transcription Services

Our advanced Web based process combined with a workforce of highly skilled and experienced medical language experts allows us to provide the highest quality medical transcription services at the best prices. Our transcriptionists are experts in speech patterns, accents, and dialects, and are diligent in remaining current with the ever evolving lexicon of medicine.

Using our Web based system, physicians may review transcribed reports, complete patient records by adding them permanently to the database. Furthermore, administrators can track the transcription process from dictation through to delivery and see, in real time, open, assigned, pending, approved and delivered transcriptions from any Web browser.

Our transcription solution allows you to

- Speed up the billing processes with accurate and complete patient data
- Pay only for the service you use
- Eliminate maintenance and support costs
- Manage your account by viewing detailed status information

## Our Services

### Medical Billing

Dedicated to improving reimbursement through accurate electronic processing.

We constantly monitor HIPAA regulations and make the necessary changes when new standards and guidelines are released. We handle sensitive client and patient information with utmost confidentiality.

#### Services Offered

- Cash application
- Claim submission and charge entry
- Secondary carrier billing
- Patient Billing
- Insurance claim follow up phone calls
- Create and maintain patient demography
- Analysis and report generation

#### Our service level guarantees

- High quality with more than 99.5% accuracy
- Increased operational efficiency with 24/7 service
- Quick turnaround time – 1 to 2 days
- Guaranteed payroll savings ranging from 40% to 50%
- Increased revenues through improved collection process



## Our Services

### Direct Marketing

We offer comprehensive services in business and market research areas. These services allow professionals such as marketers, direct marketing companies, market researchers, analysts, consultants, and others to offload repetitive tasks, thus enabling increased focus on their clients and broader market coverage at lower costs and higher output.

Our market research can be used for demand analysis, market segmentation, customer satisfaction analysis, brand research, advertising, media & promotion effectiveness, product packaging & pricing research among others.

**Business Information Research** - Provision of tailored search and synthesis services utilizing various secondary information sources such as the Web, subscription databases, SEC filings, Wall Street reports, periodicals and so on.



**Market Research** - We use secondary research methods to assist companies in competing effectively in selected markets. Includes overview analysis - company, industry and/or geographic, market sizing and forecasting, Web surveys including survey design, fielding, data analysis and recommendation.

**Database Creation, Population and Management** - Design, population and ongoing maintenance of content databases. We have developed a proven approach to managing data input and quality control, thus yielding high-quality database content.

**Sales and Marketing Support** - Services include marketing database creation and maintenance, list creation and management, competitive intelligence/market research and business intelligence. These capabilities are combined and tailored to create industry-specific solutions for our clients.

## Our Services

### Accounting Book keeping

We offer a complete bookkeeping solution which includes:

- General Ledger
- Accounts Payable / Receivable
- Bank Reconciliation
- Invoicing
- Time and Billing
- Bank and Cash Book
- Fixed Assets
- Inventory Accounting
- Monthly Statements
- Records Management
- Reports
- Tax Preparation



We know that you need accurate and timely accounting information to maintain a competitive edge in the market. Meaningful, well-organized financial records ensure that your business operations will run more efficiently on a daily basis. Our team of experienced accounting professionals are experts in QuickBooks, Peachtree and various other software. Their expertise provides you value

### How the process works

1. You scan the relevant documents and submit them electronically to our secure data facility.
2. Our trained professionals view the documents and complete the job through the secure site. Turnaround time is 1-3 days and is specified by you.
3. You retrieve the completed job.

## Our Services

### Litigation Support Services

Law firms as well as in-house legal departments immediately realize the value of partnering with ICA in response to their changing business drivers. At ICA, we strive to develop and implement a wide range of customized legal solutions to address the challenges that your law firms or in-house legal departments face on a day-to-day basis.

Our legal support services range from traditional document and litigation support to complex research services. Our customized service offerings are currently grouped into the following categories:

**Legal Coding:** Our objective coding services offer you the convenience of quick turnaround with very high levels of accuracy. Whether your case revolves around thousands of patients' medical records or thousands of shareholders in a public company, your data retrieval needs will be met. Our experienced coding team builds a flexible foundation database consisting of standard objective information from your documents such as Date, Document Type, Title, Author, Recipient and so on.

**Research Services:** From basic library services such as business information and competitive intelligence to more analytical projects such as statutory and case-law research, ICA is capable of providing a wide range of research services.

**Electronic Document / Data Management Services:** We provide a full range of solutions and management services to organize complex and high volume electronic repositories. Applications for these services range from the creation and management of corporate and/or form libraries to other more complex services such as conflict management databases. We also provide indexing, creating front end databases to enhance searchability, archive, store and retrieve data.



## Our Services

### Web Design and Development

Innovative, affordable and personalized Web site design and development for your organization. We are a full service Web site development company, offering Web design and development from a basic informational site to a corporate database or e-commerce site.

Creating an affordable Web site for you is our priority. We work with you to create professionally developed Web sites that work the best for you. We also offer Flash Web site design for your entire site or just part of it.

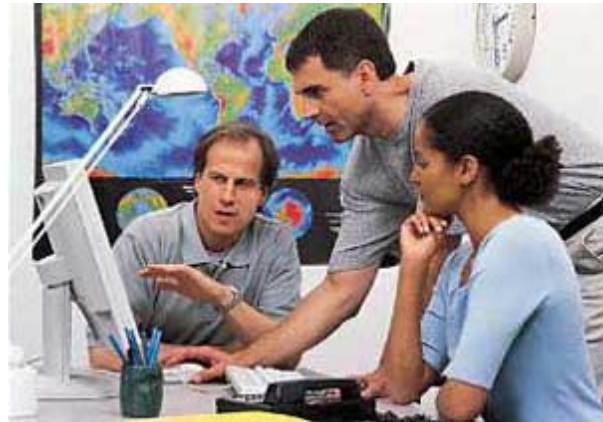
Do you want to be able to update your site yourself? We can develop your Web site with a content management system for the entire site or just one page. This is perfect for entering the latest "news" about your company, announcing special events or sales, and for keeping your content fresh, inviting repeat visits. This development service is surprisingly affordable and could save you many times the price over the course of a year in updating alone! Plus it gets viewers to return to your site!. Fast, easy, affordable and very convenient.

We offer other services in addition to Web site design. The creation of your web site is only a part of a successful online presence. We offer everything your web site Will need to be successful and effective; therefore, so that you don't have to hire other firms for graphic design, banner design, Web site promotion knowledge, usability knowledge, submission and Web hosting services.

With years of experience in the industry we are aware of the problems you face with when making an important decision like choosing to place/enhance your presence online, so we go out of our way to make the transition and learning curve as easy as possible.

#### List of services

- Web Site Design, Logo and Graphics
- E-Commerce, Multimedia
- Database, Content Management Systems
- Flash
- Web Hosting and Web Site Submission



## Experience our Difference

We listen to you, adapt to serve your needs and excel in creating value for your organization.

### Our Value Proposition

- Lower costs and improved profits for you
- Provide services with commitment and integrity
- Accelerated time to value
- Guaranteed service levels with high customer satisfaction
- Proven processes and methodologies
- Reliable and secure infrastructure
- Flexible, scalable and adaptable services

### Confidentiality policy:

Confidentiality of client and financial information is of paramount importance to us. Data resides at a secure server location in the USA. The information that is sent through the secure file transfer Web protocol adheres to the Federal Reserve and HIPAA standards. Every employee is bound by confidentiality and non-disclosure agreements and is subject to reference checks before being inducted. Besides, our employees do not have access to printers, floppy disks, CDs, e-mail or internet access at our service facility.

## The Team:

**International Commerce Alliance Corp** is supported by quality consultants, accounting & administration professionals, technology resources and industry experts to ensure effective and productive delivery of services and solutions to clients worldwide.

Senior management combines strong consulting, operations and technology skills to ensure the smooth handling of various business processes. Our service teams are led by professionals with significant experience in managing operations in our clients industry, supported by well educated, motivated and innovative process executives. Quality Assurance managers ensure security compliance. Our firm commitment to training with a focus on client satisfaction ensures that our people are equipped with the skills and capabilities required to manage your transaction-intensive processes.

We are the best in the industry because we listen, thoroughly understand your requirements and tailor our service to satisfy your unique needs.



### **Corporate Headquarters**

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