



Innovation in action.





Innovation. For hire.

Have you ever thought about what is the one thing really smart people all seem to have in common?

Innovation.

Every day, across 3 continents and 24 time-zones, hundreds of innovative people go to work at NTGC, the world's most dynamic and passionate global offshore outsourcing company.

Welcome to the new world of NTGC. Our innovation is all yours



NTGC Technologies is an offshore outsourcing company that specializes in creating world-class technology solutions, BPO Services and custom applications for software companies, enterprises, and online business customers. We use innovative engagement models, balancing a sophisticated understanding of business with a close attention to detail, to custom-design our process models and meet our client's offshore development and BPO needs.

Offshore Outsourcing Services

NTGC leverages its Offshore Development Center strategically located in the silicon valley of India, Bangalore, to offer high quality Offshore Outsourcing services to enterprise clients. Backed by decades of experience in different industrial verticals and technologies, and with access to vast talent pool, NTGC is in a position to offer offshore development services on time and exceeding client expectations.

Our world-class management team is constantly sharpening its techniques and refining its approaches to help our clients strike the right balance between cost and quality, and we look beyond the contractual side of a business agreement to see the softer issues that impact our clients' success. Over the past few years, the majority of our business has come from long-term clients who recognize NTGC as the best partner to fulfill their offshore outsourcing needs



Client-Speak

“We have found the service provided by NTGC to be of an excellent quality. Although the audio-tapes we submitted were of a variable quality, the transcripts were extremely accurate. One thing that particularly impressed us with this service was the efforts made to accommodate our changing needs and to minimise the turn-around time I would, and have, recommended this service to others and fully intend to use it again on future projects”.

Paul Morais.

Director – Operations.

E-Merge Informatics & Communication Services (P) Ltd.

www.emergeinformatics.com

Infrastructure

NTGC delivery centers are located in India. Our production environment is designed to facilitate distributed delivery among virtual teams. Our communications network provides 24x7 high bandwidth links between delivery units, and our integrated communications and computing infrastructure can be configured and extended to support customer locations.

Outsourcing services to NTGC ensures greater productivity, reduced Turn-around-time, and higher product quality for our clients. The facility is equipped with a multi-protocol network center with high-speed lines; dedicated point-to-point connectivity links with other NTGC facilities; and high-speed, redundant Internet connectivity via terrestrial and microwave lines.

NTGC has well established processes and procedures for data management and security, addressing such issues as access control and protection, data loss prevention, protection of confidentiality and intellectual property, and disaster recovery.



Innovation in every hallway, every corner.

NTGC is not a centralised corporation born out of one location.

Instead, NTGC's global network was crafted by bringing together the best minds available anywhere, into one truly borderless operation. And as expected, smart people enjoy being brought together with other smart people.

As a result, you'll quickly notice that unlike any other global offshore outsourcing company, there are more empowered, innovative people available on the ground to care for clients around the globe. With passion, precision and entrepreneurial flair.

It'll make you wonder how can a company this size can feel so big and personal, at the same time?

Areas of Expertise

NTGC complements deep technology skills and focus on business solutions with process frameworks and business outsourcing capabilities. We work with our clients through technology and business changes that shape their competitive advantage.

- Medical Billing Services
 - Medical Billing
 - Medical Coding
 - Medical Claims Processing
- Transcription
 - Medical Transcription
 - Legal Transcription
 - Business Transcription
 - Technical Transcription
- Recruitment Process Outsourcing
- Staff Augmentation

Competitive Edge

Customers of IT solutions are increasingly looking for a reliable partner who can integrate seamlessly into their business. NTGC helps customers enhance their Competitive Edge through the application of innovative technology solutions.

- Strategic planning through Executive Assessments
- Gathering Business Intelligence by harnessing the power of information
- Improving productivity & streamlining workflow through Enterprise Application Integration
- Creating Dynamic Workplaces through the combination of internet, intranet, extranet, enterprise, and mobility technologies
- Delivering significant cost advantages, of up to 30 to 50%, in back office processing, and information technology development, maintenance, testing, and support
- Global Delivery Model - A unique blend of local management supported by remote delivery, resulting in reduced cost and time-to-market for the client
- Flat, field-oriented management structure, both flexible and adaptable – enabling nimble response to the client
- Proven track record in nurturing long term relationships - NTGC has implemented some of the most complex projects onsite, offsite and offshore
- Customer-focused Project Management - Excellent execution capabilities, quality/ metrics focus and best of breed delivery capabilities leading to successful projects with very attractive cost advantages
- Rapid adoption of quality processes

Medical Billing

Medical billing is a challenging business that requires great attention to details, quick processing and adherence to norms. Errors such as under pricing, under coding and missed charges create great loss in the medical practice income. NTGC has great expertise in billing for office visits, consultations, professional fees for surgical procedures, technical components, professional and facility fees for hospitals and ambulatory surgical centers, anesthesiology, hospital visits and in-office minor and major procedures.

We provide full medical billing services with more than years' of experience; specialized in services rendered with Medicare, Medicaid and private insurance. Send us your medical billing requirement today and get benefits on your medical billing projects. Our medical billing experts work closely with you, utilizing applications, like Medic, Medics II, Medisoft, Lytec, IDX, Practice Admin and GE Centricity. We safeguard all data and information given to us using 128-bit encryption and public key authentication.

Physicians today face more challenges than ever. These include improving the quality of health care, while at the same time increasing productivity, cash flow and profits. We understand this through years' of experience in effective health care. You will realize the following benefits by partnering with us for your medical billing services:

- [Medical Data Entry - patient demographics, details like place date type of service, and referring physician, CPT and ICD Codes, and Modifiers are keyed into the billing system](#)
- [Medical Claims Filing — electronic and paper](#)
- [Appeals — make appeals for denials and incorrect payments](#)
- [Payment Posting and Reconciliation](#)
- [Medical Claims Management](#)
- [Collections Management](#)
- [Accessibility - 24 hours a day, 7 days a week](#)

NTGC offers competitive pricing, quick turn-around time and valuable customer service. We have achieved the position of a global player by constantly upholding the highest standards of business ethics with our commitment to quality.

We assist clients to overcome the obstacles such as under pricing, under coding, and missed charges that brings great loss in their medical practice income. By combining the right people, processes and technology, we have developed a slew of assets to provide you with a gamut of services encompassing the entire framework of medical billing services.

Medical Coding

In today's cost-constrained healthcare climate, every rendered service and undertaken responsibility can mean a gain or loss of revenue. That's why medical coding is so important for healthcare facilities and physician practices.

We believe that error-free medical coding is an integral part of professional and genuine medical billing practices. The doctors, hospitals, and healthcare organizations are paid faster and better if the medical coding and billing is done correctly. This is an area where we have thorough domain knowledge and can provide comprehensive services. High-value returns are assured to hospitals, physicians, and healthcare organizations if you entrust your medical reimbursement responsibilities to us.

We provide both Institutional Coding and Professional Coding Services.

Our Coding professionals have in-depth training and experience in ICD9CM/CPT/HCPCS coding, and hands-on knowledge of the coding rules, rubrics, and conventions. Our medical coders are experts in evaluation and management, physician credit balances, and correct use of diagnosis codes. We take utmost care to make sure that each item and service is correctly billed. We also make sure that accurate codes, including reimbursable or reportable codes, drugs (generic and brand) and revenue codes are reported.

Our medical coding practices are in compliance with current HCPCS/CPT billing codes, ICD-9, and coding guidelines.

- [Our Medical Coding benefits:](#)
- [Accuracy in Sorting and Evaluating Charges](#)
- [Significantly Reduces Your Denials](#)
- [Avoids Costly Back Billing](#)
- [Reduces A/R days](#)
- [Helps ensure complete, accurate Reimbursement](#)
- [Facilitates compliance with the current government directives](#)

Availing the services of our medical coding will be an invaluable asset in appealing your claims. We guarantee that this service will result in cleaner claims, accurate data collection, better reimbursement, and thus, better patient care.

Medical Claims Processing

NTGC provides both Electronic and Paper claim filing and processing services — dependant upon the insurance carrier. Professional (HCFA-1500) as well as Institutional (UB92) claims are undertaken. We offer a comprehensive suite of Medical Claims Processing solutions based upon integrated, client-customized technologies. We handle multiple lines of Medical Insurance Claims that cover an array of health plans and medical, vision, prescription drug, dental, disability, and COBRA claims and encounters.

We offer fully automated payment solutions. Leading Medical Claims Processing software is used for scanning insurance claim forms and automating the collection and processing of claim payment data. With the support of highly skilled professionals, we successfully accomplish each project.

Key Features :

- Proven Solution for Medical Claim Processing
- Workflow Flexibility
- Maximum Data Accuracy
- Low-cost and fast turn-around-time

Our Specialties - Your Advantages

- Scalability
- Ensure Audit Compliance
- Minimize Compliance Issues
- Accurate Sorting and Filing Patterns
- Standardization
- Increase Adjudication Rates
- Fully Automated Payment Solutions
- Client-customized Modules for Claims Receipt
- Verification
- Duplicate Claim Detection

We guarantee to meet conditions of service level agreement with the client.

No more waiting for your long-pending checks. Physician reimbursements are not going to be as elusive as it was before. Entrust your Medical Claims Processing requirements—irrespective of the complexity and volume—to NTGC

Transcription

Our prime focus is on to adept the new age technological marvels and their applications to provide the best possible and professional services to our valuable customers. We use state-of-the-art technology, infrastructure, professional and skilled manpower to provide quality solutions. There is a rigorous training program that employees must undergo in order to deliver quality transcription reports. At NTGC, the delivery of quality is ensured through a well-defined process covering every stage of its activity and this combines the best of contemporary management techniques.

In addition to superior transcription service, our clients benefit from:

- HIPAA-compliant transcription practices
- Hand-held recorders and Pocket PC PDAs
- Toll-free or on-site phone-in dictation services and barcode reader options
- Interfaces to many dictation systems
- HL-7 and other interfaces to a range of HIS, CIS, and EMR systems
- Board-certified physician supervising transcription QA Team
- Automated fetching, organizing, and optional printing
- Transcription in Microsoft™ Word®, RTF, Text , HL-7, HTML, or XML
- Electronic Medical Records, e-signature, and automated Faxing option

We offer wide range of transcription services:

- | | |
|---------------------------|-------------------------------|
| Business Transcription | Medical Transcription |
| Media Transcription | Technical Transcription |
| Legal Transcription | Dissertation Transcription |
| Research Transcription | Educational Transcription |
| Focus Group Transcription | Market Research Transcription |
| Podcast Transcription | |

Medical Transcription

Our delighted clients, coming from streams as diverse as Cardiology, Radiology, Orthopedics, Oncology, Gynecology and many more, that will tell you the complete story about our commitment and expertise over the years. Some of our service features they have come to appreciate are:

- Prompt Transcription Delivery Time
- Prices 66% lower than those of local transcription service providers
- Assured Quality Transcripts coming from our HIPAA compliant MT processes

We have been offering Medical Transcription services in just about every possible domain of medical practice. Our services include:

[Follow-Up Notes Transcription](#)
[Patient Chart Transcription](#)
[Surgery Notes Transcription](#)
[Medical Records Transcription](#)
[Physician Dictation Transcription](#)
[HI7 Transcription](#)

[Notes Transcription](#)
[Progress Notes Transcription](#)
[Radiology Reports Typing](#)
[Consult Notes Transcription](#)
[Clinical Note Transcription](#)
[Word Processing](#)

Our Cost Advantage:

Our transcripts are generated from our off-shoring base in India. This enables us to provide our services at prices that are as low as one-third of the prices charged by local US/UK/Australian Medical Transcription Services.

Pitted against in-house transcription services, outsourced transcription services look all the more attractive, both with respect to pricing as well as quality. It's observed that in-house transcription can be about 300% costlier than outsourced transcription services. This is without the quality associated with HIPAA compliant transcription services, delivered by hard-trained transcribers as is the case with NTGC. To add to this, there are numerous other hassles in managing in-house transcription.

Our robust transcription infrastructure and well-trained transcribers see to it that we do not compromise on quality standards, in our quest to deliver cost-effective transcription services, operating from far-away distances.

Business Transcription

NTGC's professional transcribers have the attention to detail and skills required to produce accurate transcripts and provide timely delivery. Examples of our business and tape transcription capabilities include:

[Oral Histories](#)

[Conferences](#)

[Traffic Accident Reports](#)

[Insurance Investigations](#)

[Roundtable Discussions](#)

[Symposiums and Consortia](#)

[Annual Meetings](#)

[Office Overflow Work](#)

[411 Calls](#)

[Phone Calls](#)

[Focus Group Meetings](#)

[Claims Processing](#)

[Board & Brainstorming Sessions](#)

[Surveys & Market Research](#)

[Press Conferences](#)

[Strategic-planning Sessions](#)

[Seminars](#)

[Taped Interviews](#)

[Security Interviews](#)

[Investigations](#)

[Correspondence](#)

[Training Seminars](#)

[Sales Meetings](#)

[Much, Much More](#)

Continuous investment in innovative technologies and experienced manpower enable us to deliver operational excellence and make dramatic improvements in our clients' businesses. We strongly believe that training is the key element in the process of establishing world-class standards. We constantly train our transcribers to recognize the latest business, financial and high-tech terminologies.

Transcribing seminars, business meetings, interviews, press conferences, board room discussions, quarterly calls teleconferences, whatever be your transcription requirements, Outsourcing transcription services has all the resource to handle any kind of Business transcription work. Outsourcing your Business transcription requirements to us provides you superior flexibility and ability to respond to new and existing business opportunities.

We accept a wide range of audio formats including wav, mp3, dct (encrypted dictation), ra and rm (RealAudio), sri (Voicelt), dss (Olympus, Lanier and Grundig), au, aif, msv, dvf, mp2, vox, compressed wav (including PCM, uLaw, ALaw, ADPCM, CELP, SBC, Windows Media, DSP TrueSpeech, GSM 6.10), Philips Digital Recorder format and Sanyo Digital Recorder format. The final out put of the transcribed files can be provided in a wide variety of formats such as HTML, FrameMaker, XML, PDF, GIF, JPG, TIFF, PageMaker, Excel, Word and QuarkXpress.

Legal Transcription

NTGC is a proven industry leader in all your legal word processing and transcription needs. We can help you to record your proceedings, transcribe them at super rush turnaround time options.

Most of our legal transcription projects require the transcription of an evidentiary tape, a presentation or a video-cassette. It could be dictated or recorded courtroom session or deposition hearings, Including testimony, pleadings, interrogatories (Q&A), reviews of administrative hearings. We have been working with all kind of law and related businesses on various transcription and administrative back office needs.

Our transcribers are trained legal secretaries and paralegals as well. They are trained and qualified in the entire range of Legal Branches to provide services including, but not limited to:

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|-------------------|-------------------------|--------------------------|
| Hearings | Depositions | Presentations |
| Briefs | Evidence/Legal argument | Legal Examinations |
| Pleadings | Interviews | Public hearings |
| Letters | Court Proceedings | Arbitrations |
| Memorandums | Interrogations | Seminars and Conferences |
| Licensing Appeals | Judgments | Annual General Meetings |

Technical Transcription

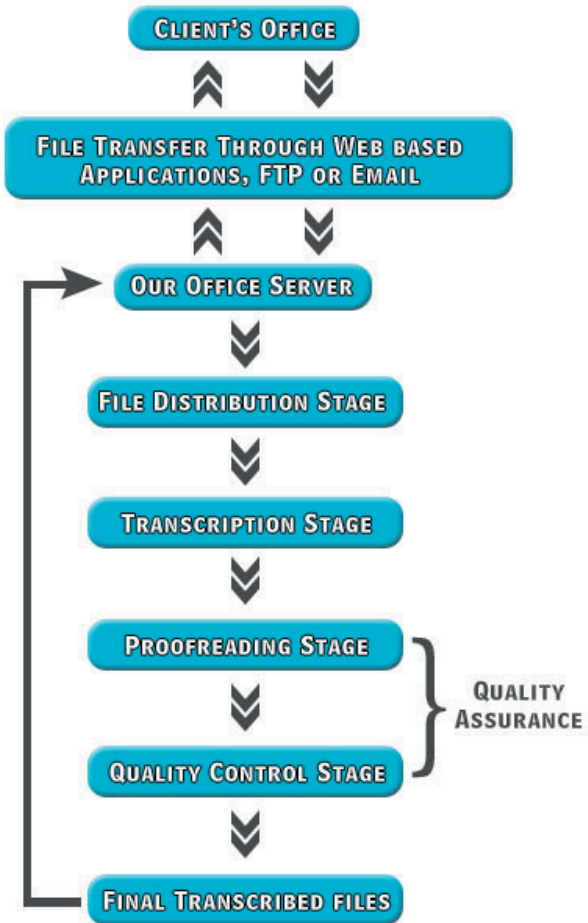
Technical transcription is a specialized form of transcription used by technology verticals and related professionals such as marketing research outfits whose clients are in the technology business. These companies have many needs for transcription including human factors engineering, user interface research and marketing research.

Specializing in technical transcription requires up-to-the-minute familiarity with technical terminology. The main users of technical transcription services are technology (computer, communications, Industrial), marketing research, corporate marketing, medical marketing research and advertising companies. Many marketing research firms have clients in the general consumer market space that may also engage our transcription services.

High degree of Accuracy

Our technical transcription process maintains high degree of accuracy by thoroughly gathering relevant source and supporting data before going into transcription execution. Our highly trained workforce will combine accuracy and efficiency giving you technical transcription fact checking not found at other services.

Quality Process



Recruitment Process Outsourcing

RPO provides businesses with the power to rapidly acquire high performing staff, optimize their workforce, and reduce operational costs and risks, whilst accessing best of breed technology and recruitment expertise.

With global competition increasing, it is essential for high performing businesses to build a competitive organizational capability. Competition for the best talent and knowledge is increasing, not declining. For that reason, RPO is a vital component within the HR strategies of today's leading companies

Scope of Services

The scope of services, depending upon your requirement, may include but not limited to searching candidates from your internal database, job boards, posting open positions ads on job boards, CV/Resume screening, response handling, research for passive candidates, corporate intelligence research, database maintenance, skills testing, research and monitoring open positions of other companies on their web sites or job boards to help you analyze market trends and recruiting market.

Currently, we are providing recruiting support services (RPO) to clients in the USA, UK and Australia in candidates sourcing, resumes searching and screening on leading job boards, short listing potential candidates resumes, communicate with candidates via email and route only interested candidates resumes to executive or technical recruiters of our client companies. This helps executive and technical recruiters to focus on their core functions what they do best — networking, build relationships, interview and hire candidates.

Our services

- Job Posting
- Research Candidates on Job Boards
- Research Passive Candidates on the internet
- Resume Screening from your inbox or internal database
- Name Generation
- Customized Research
- Information Management
- Web Services

Outsource non core functions

In many organizations recruiters spend a majority of their time sorting through resumes in their inbox or finding candidates from job boards - over 60% of their time is spent in these areas. Outsourcing their non core functions help save time and increase productivity levels. Many organizations today are considering recruiting process outsourcing (RPO) from India as a strategic option to stay ahead and be competitive that helps save time and costs.

RPO Advantage

Outsourcing select Recruitment Processes to NTGC will have significant and real impact on your bottom line while measurably increasing your recruitment effectiveness. Below are some benefits that outsourcing the non-core or non-consultative elements within the Recruitment Process will bring:

- Employing a NTGC Resource /Researcher costs 60% to 70% less than in the USA, UK or Australia.
- Free up more of a recruiters time to interact with candidates and hiring managers.
- Because of the geographical time difference, NTGC works for you while your competitors sleep giving you a valuable time advantage over your competitor and enabling around the-clock utilization of your job board subscriptions which would give you maximized return on your investment. By using our service, your recruit ers can receive a pipeline of relevant CVs each morning when they walk into the office.
- Clients can employ a NTGC Resource /Researcher for any specific recruitment campaigns, to cover absentees or any other circumstances which require immediate action.
- Companies can expand their Recruitment team without any direct employment considerations. No employment law to contend with.
- RPO service provider can respond instantly to any urgent requirement.

What is in it for you?

- Concentrate on your core activities
- No Payroll expenses
- No infrastructure cost
- 24X7 utilization of your job board subscriptions.
- We do all the back end work so you can take focus on your core business functions
- We provide you internet researchers - one or more depending upon your requirements
- Save you money by reducing the need to hire, train, develop and maintain internet researchers
- Our cost-effective services help you save money and time

We will work with you as your extended virtual team for your recruiting research and candidates sourcing requirements or any other services that we provide. You will find our services useful, cost-effective, in time, and with quality.



Reinventing innovation.

Innovative people are restless people. Always on the search for new, better ways to do things. And never ready to take no for an answer.

Relying on our fast, flexible and entrepreneurial organisation, NTGC's people are empowered to push the traditional boundaries of service in order to deliver, that will truly make a difference.

This means sometimes calling on one of our specialized solutions when necessary, or deploying highly intelligent customised approaches at the local level when it makes more sense. After all, that's where the action is



Have we made *you* curious yet?

Don't take our word for all this.

To truly experience the value of a global outsourcing company run by a team of empowered, innovative people like NTGC, nothing beats checking it out for yourself.

You can visit to our website at www.ntgc.net, or fire off an email to info@ntgc.net right now...

We're curious to hear what you think.

1 company
4 countries
Over 100 people
1 thing in common
Boundless innovation.



www.ntgc.net