DIGI-TEXX®
advanced digitizing services

Transform
YOUR BUSINESS
WITH DIGI-TEXX

Transform for tomorrow with seamless digital and BPO services, tailored to your business process

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A Global Digital & BPO Services Provider

DIGI
TEXX®

DIGI-TEXX VIETNAM

📞 (84) 28 3715 5325   ✉ info@digi-texx.com   f facebook.com/digitexxvn   in linkedin.com/company/digitexx

🌐 www.digi-texx.com   📍 Anna Building, Quang Trung Software City, District 12, Ho Chi Minh City, VN

ABOUT US

DIGI-TEXX is a 100% German-invested company specializing in Digital and Business Process Outsourcing (BPO) services. Since 2003, we have successfully positioned ourselves as a trusted service provider for various industries, including:

- E-Commerce
- Banking
- Insurance
- Manufacturing
- Construction
- Historical Archive
- Accounting
- NGOs

We aim to simplify client processes, improve service levels, and save costs. AI, Deep Learning, Big Data Analytics, and Computer Vision technologies are adopted to ease our client's digital transformation journey. Digital transformation has never been this achievable.

OUR LOCATIONS

Ho Chi Minh, Vietnam
Quang Trung Software City (QTSC)

Can Tho, Vietnam
Techcombank Building

Ho Chi Minh, Vietnam
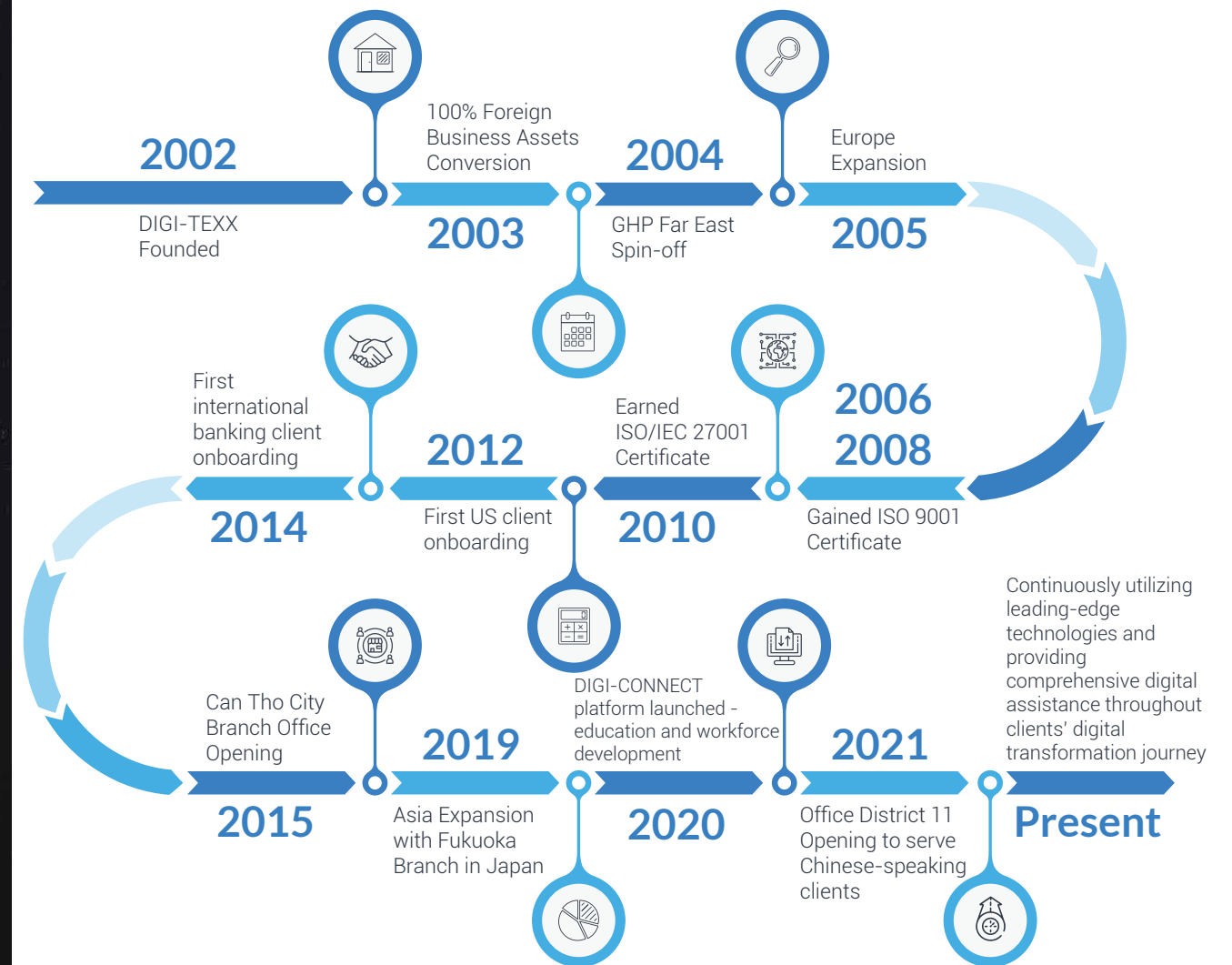*Khai Hoan Building, District 11*

Fukuoka, Japan
Hakata Kindai Building

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OUR MARKET

EUROPE

ASIA

USA

MARKET AND HISTORY

2002
DIGI-TEXX Founded

100% Foreign Business Assets Conversion

2003

2004
GHP Far East Spin-off

Europe Expansion

2005

First international banking client onboarding

2012

2014

First US client onboarding

Earned ISO/IEC 27001 Certificate

2010

2006
2008

Gained ISO 9001 Certificate

Can Tho City Branch Office Opening

2019

2015

Asia Expansion with Fukuoka Branch in Japan

DIGI-CONNECT platform launched - education and workforce development

2020

2021

Office District 11 Opening to serve Chinese-speaking clients

Present

Continuously utilizing leading-edge technologies and providing comprehensive digital assistance throughout clients' digital transformation journey

WE DELIVER EXCELLENT SERVICES WITH A COMMITMENT TO OUR STANDARDS

QUALITY

- ISO 9001
- Integrated with technologies to ensure the accuracy rate

SECURITY

- ISO/IEC 27001
- General Data Protection Regulation (GDPR) Compliance

CONTINUOUS INNOVATION

- Our three pillars of improvement: People, Technologies, and Process

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WE OFFER

24/7

Operating Services

30+

Processing Languages & **6+** Speaking Languages

1000+

Experienced Employees

100%

Data Security & Quality

19+

Years of experience

A Global Digital & BPO Services Provider

Leveraging the advantages of technology, a young, dynamic, and well-trained workforce, good infrastructure, and continuous country development, DIGI-TEXX builds a highway for hi-tech process outsourcing services to help clients bring down costs, increase efficiency, and unlock business potential.

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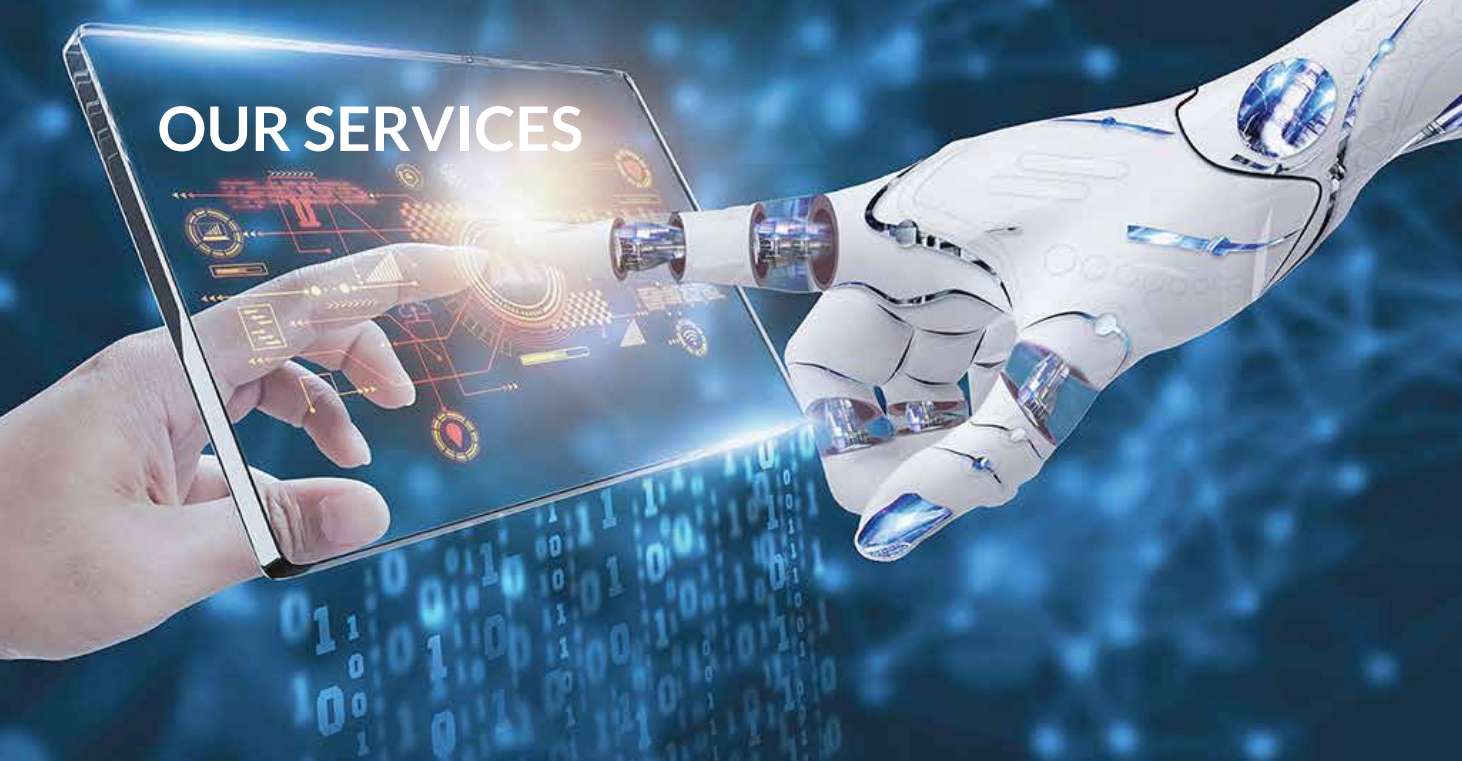
OUR SERVICES

DIGI-TEXX offers a wide range of digital and BPO services empowered by modern digital technologies (Computer Vision, Natural Language Processing, and Big Data), combined with our skilled workforce to enable the value of data and maximize your business's productivity.

- DOCUMENT & DATA PROCESSING
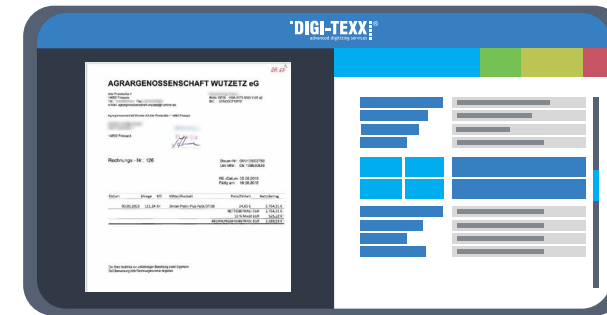- DATA ANNOTATION
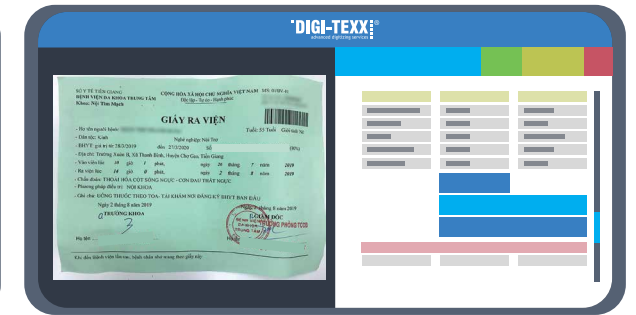- SCANNING & DIGITAL ARCHIVE
- IMAGE PROCESSING
- BUSINESS SUPPORT

DOCUMENT & DATA PROCESSING

Drive business efficiency with the power of intelligent process automation and human

DIGI-TEXX provides digitization services for all types of documents with the synergy of DIGI-SOFT - our self-developed workflow automation platform.
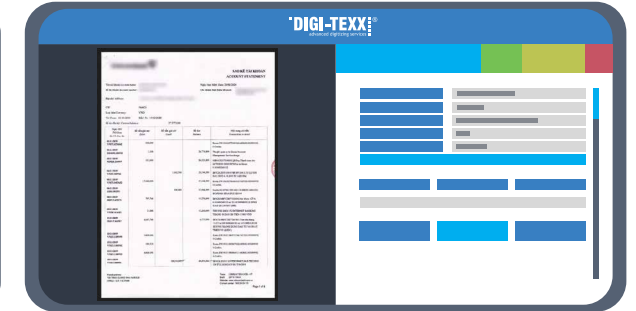
INVOICE PROCESSING

AUTOMATION INSURANCE CLAIM
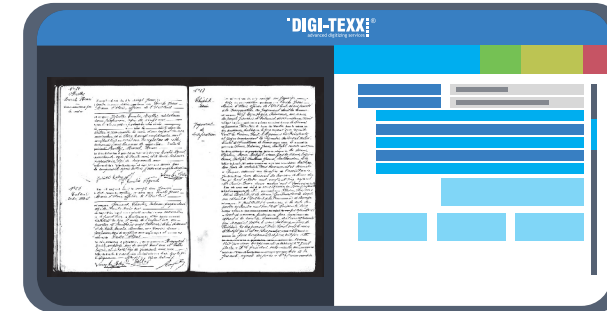
HANDWRITTEN HISTORICAL DOCUMENT PROCESSING

BANK STATEMENT DOCUMENT EXTRACTION

Through an initial automated document & data processing step, the information is later verified by our professionally-trained staff to ensure up to 99,9% data accuracy. We obtain validated data sets for your AI development projects to transform a massive data source into insights for better data-driven decision-making.

Our scalable and customizable outsourcing services boost the transition from paper-based processes to cost-effective digital workflows, allowing clients to increase productivity and drive revenue growth.
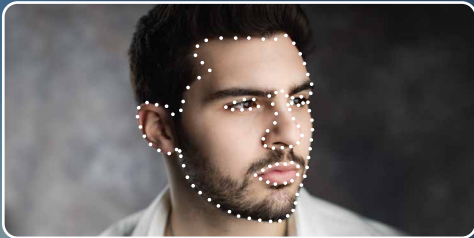
DATA ANNOTATION

*Preparing data input for AI systems to be trained intelligently*

DIGI-TEXX offers accurate and well-annotated data for different industries. We provide a team of specialized data annotators and AI-assisted tools to label high-quality training data. Our annotators are capable of handling various types of annotation, including text, images, audio, and video with a variety of objects.
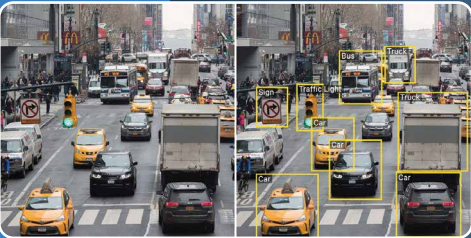
BOUNDING BOX

KEY POINT
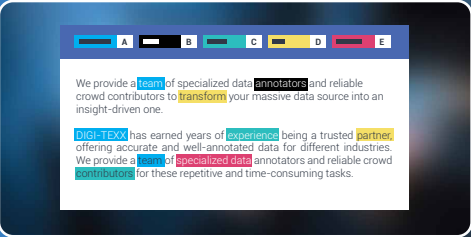
TEXT ANNOTATION

CUBOID

POLYGON

OBJECT DETECTION

BUSINESS SUPPORT

Deploying specialists to troubleshoot daily process issues to increase business's efficiency

01	02	03	04	05
TECHNICAL HELPDESK	VERIFICATION	CONSULTATION	CUSTOMER SUPPORT & CONTENT VERIFICATION	CUSTOMIZABLE SUPPORT REQUIREMENTS

Our business support officers provide round-the-clock and high-quality services at affordable rates in different languages.
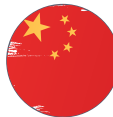
English   German   Japanese   Chinese   Vietnamese

We offer professional on-site business support specializing in data control and verification, statistical reporting, document digitization, and compliance control. Our on-site services can be operated at clients' or DIGI-TEXX's premises.

IMAGE PROCESSING

Say goodbye to blurry and inconsistent product images

DIGI-TEXX manages clients' post-production to transform images into professional visualizations. Our service optimizes product images displayed in catalogs, e-commerce platform, promotional content, branding campaigns, and so on.

We assist clients in receiving raw materials and enhancing images under brand guidelines, with affordable prices, exceptional quality, and flexible turnaround times.
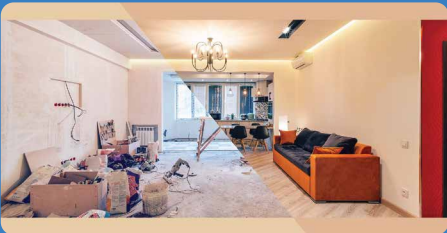
RE-MATCHING AND DELETING OBJECTS

PHOTO RETOUCH

VIEW ENHANCEMENT

OBJECT FULFILLMENT

VECTORIZATION

IMAGE ENHANCEMENT AND EDITING

SCANNING & DIGITAL ARCHIVING

Start your digital transformation journey from here

We have the broad-based experience to deliver successful Document Scanning and Digital Archiving services to international businesses, supporting them to lighten their workload and transform their physical records into easy-to-manage digital assets.
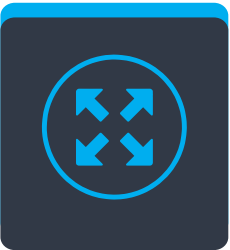
ALL DOCUMENT SIZES
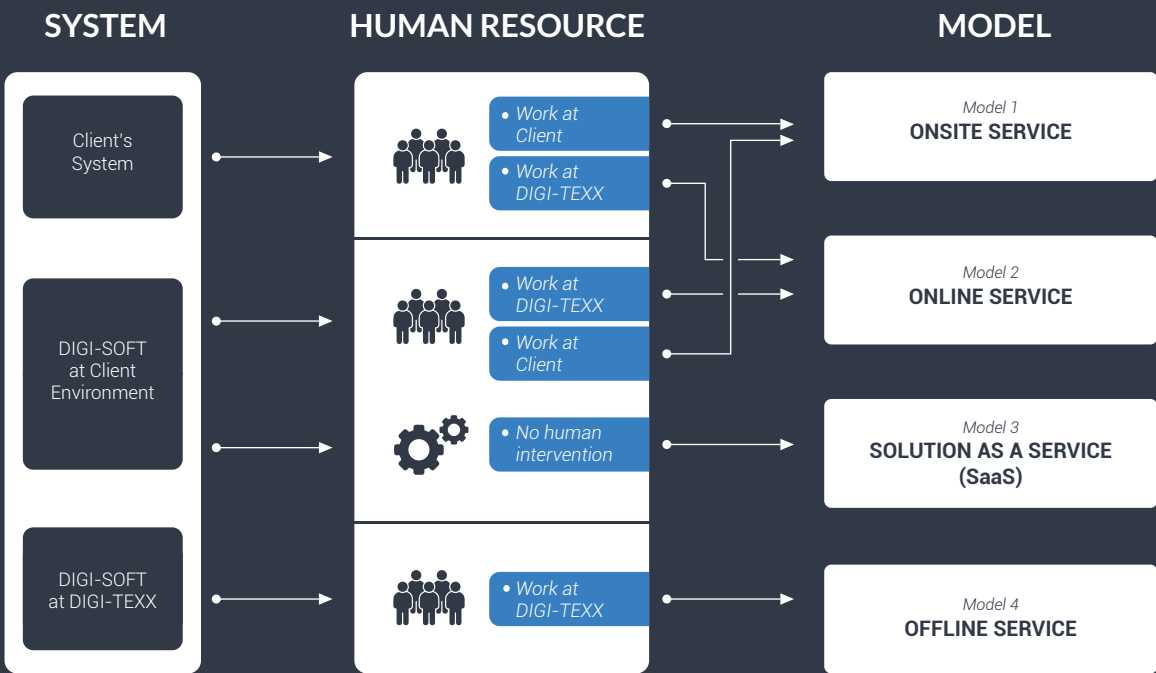
A5	A4	A3	A0	ANY SIZE

The documents can be scanned either in black and white or like-for-like as per originals. Our document scanning equipment can handle document sizes as small as a train ticket and up to A3 size. Large documents such as maps, plans, and technical drawings up to A0 are scanned on our wide-format scanners.

BUSINESS MODELS

Enabling clients to reach their highest potential with our flexible systems and human resources service models.

SYSTEM	HUMAN RESOURCE	MODEL
Client's System	• Work at Client • Work at DIGI-TEXX	Model 1 **ONSITE SERVICE**
DIGI-SOFT at Client Environment	• Work at DIGI-TEXX • Work at Client	Model 2 **ONLINE SERVICE**
	• No human intervention	Model 3 **SOLUTION AS A SERVICE (SaaS)**
DIGI-SOFT at DIGI-TEXX	• Work at DIGI-TEXX	Model 4 **OFFLINE SERVICE**

OUR SOLUTIONS

At DIGI-TEXX, we re-invented automation workflow through artificial intelligence and emerging technologies to facilitate automation and lower client development costs.

DIGI-SCAN　　　　**DIGI-XTRACT**　　　　**DIGI-DMS**

DIGI-SCAN
Don't build an app. Build a business process

DIGI-SCAN provides a channel to capture, receive, and transfer electronic format images anytime, anywhere with any device. The solution centralizes users from different regions to work on a standardized business process platform.

COMPONENTS

SCAN DOCUMENT
- DIGI-TEXX web scan
- DIGI-TEXX mobile app
- Import & upload files

CLASSIFICATION
- Identify document type
- Identify department

INDEXING
- Barcode extraction
- OCR service
- Machine Learning, NLP to increase the quality of OCR
- Auto set batch & box number

DATA VALIDATION
- System integration to check the document's validity
- Data duplication check
- Verify data against business rule check

EXPORT
- Multiple data format (csv, xml, json, etc.)
- Multiple image format (jpg, png, pdf,etc.)
- sFTP, API, web portal, and so on

DIGI-SCAN
*Don't build an app. Build a business process*

- Fast setup and installment without involving IT's resources and time
- Scalability – No limits on user accounts
- Works with any kind of scanner

- Seamless integration. Direct integration can be achieved with some development work
- Flexible pricing (per license, actual transaction) and no volume restrictions

WEB SCANNING
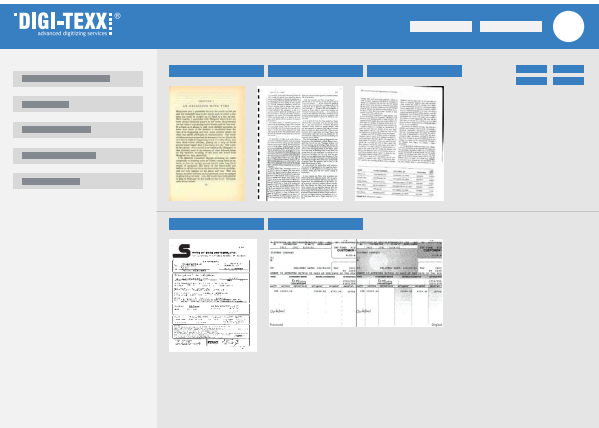
MOBILE CAPTURE APP
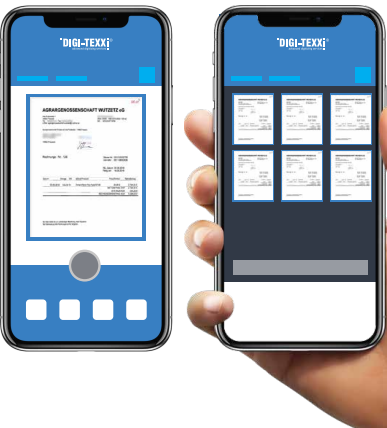
DIGI-SCAN - a channel to receive and transfer digital records

DIGI-XTRACT
Achieving extraction efficiency

DIGI-XTRACT is an Optical Characteristic Recognition (OCR) solution built on the base of Machine Learning and Deep Learning technologies. Our solution can perform document classification, data extraction, and quality control applied to various document types:
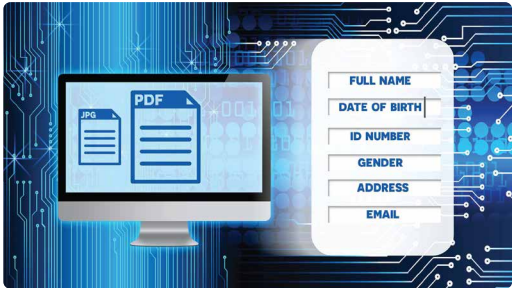
INVOICES	APPLICATION FORMS	IDENTITY DOCUMENTS	HISTORICAL DOCUMENTS	HANDWRITTEN FORMS

DIGI-XTRACT supports multiple languages and can also be customized for special document types respective to the client's business.

DIGI-XTRACT applied cutting-edge technologies:

- Machine Learning
- Computer Vision
- Big Data Analytics
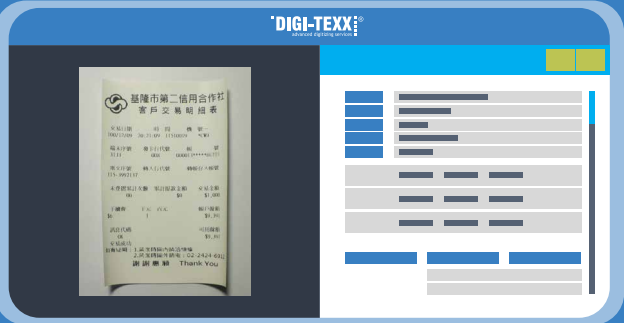- Deep Learning
- Natural Language Processing

DIGI-XTRACT
Achieving extraction efficiency

The service can be securely hosted at the DIGI-TEXX Data Center or deployed at the client's on-premise environment, using an API gateway to integrate into any business system within seconds.

DIGI-XTRACT - CLIENT'S CASE
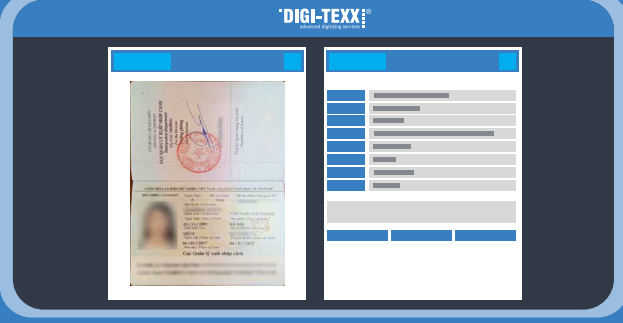
DOCUMENT TYPE: RECEIPT

• Classify, extract all required information (date of payment, invoice number, amount payable, etc.), and finally transfer the data to your core system.

DOCUMENT TYPE: ID/PASSPORT

• Image quality enhancement (auto rotate, brightness & sharpness adjustment, remove image background noise, etc...) before entering OCR engine.

DIGI-XTRACT ensures accuracy and improves the quality of extracted data through Machine Learning, Deep Learning, and AI training techniques.

DIGI-XTRACT

DIGI-DMS - DOCUMENT MANAGEMENT SYSTEM

Archiving and searching made easier

DIGI-DMS is an archiving system built on a web application based on a cloud-ready technology stack by DIGI-TEXX. The solution allows multiple tenants and users to simultaneously access and manage paperwork and archive documents with functions

Secure uploading - Classifying - Searching - Storing

DOCUMENT MANAGEMENT SYSTEM

Search | OCR | Meta Data | Classification | Retrieving | Duplicate Control | Centralization

With DIGI-DMS, all data and paper documents will be standardized and stored synchronously in a centralized database, enabling businesses to reduce operating costs and ensure security for centralized information systems - creating more value for structured data with quick and easy access.

DIGI-DMS SYSTEM IS INTEGRATED WITH TECHNOLOGIES

- OCR
- Docker
- Image quality enhancement
- Machine Learning

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DIGI-CONNECT

Knowledge for community

DIGI-CONNECT is an online training platform, including a learning management system (LMS) and a recruitment platform to manage distance learning courses. Through DIGI-CONNECT, we arm beneficiaries with the essential skills to work in the BPO industry.

The project's mission is to unlock a bright future for marginalized groups in Vietnam's rural areas and advance sustainable development in the country's BPO field.

With DIGI-CONNECT, DIGI-TEXX seeks to level the playing field by creating easier access to training materials and more job opportunities for marginalized groups.

DIGI-CONNECT ACHIEVEMENT SINCE 2020+

11,128
Accounts were created

1,053
Advanced−level courses

12
Organizations collaborated to implement the project

4,744
Basic−level courses

74
Computers were donated

1,246
Part-time employee

*Report from June 2022

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WE ARE DIGI-TEXX

"At DIGI-TEXX, we make Digital Transformation practical, easy, and cost-efficient with our passionate team and cutting-edge technologies."