

**DATAMATICS**

**REMOTE PROCTORING  
SERVICES**

**CANDIDATE  
EXPERIENCE THE  
WAY YOU WANT IT**



The global online exam proctoring market size is projected to reach USD 1.58 Bn by 2028. Remote proctoring services are being adopted by a growing number of enterprises to ensure safe, secure, and convenient ways to conduct a range of certifications and assessments.

At Datamatics, we understand the ever-evolving market dynamics of the assessment industry. We provide trained and certified examiners to handle various exam types and corresponding multi-lingual candidate service and technical support, primarily by leveraging our partner exam platforms. We enable highly scalable remote proctoring services, with immediate access to a large pool of certified and trained proctors that provide the flexibility and scalability desired to scale up and down with ease.

Datamatics is able to handle a wide range of tests for different candidate profiles and age groups. We ensure that we provide candidates with a consistent and seamless experience that is flexible, cost-effective and reliable. Our remote proctoring services can be used across time-zones and geographic boundaries to provide a one-stop solution for your exams.

By virtue of our multiple strategic alliances, we can also help you find the most relevant platform to suit your specific assessment needs. Our remote proctoring services are strengthened by an Operational Excellence Framework that covers quality, training, workforce management and performance management to deliver greater value and accuracy. Our scalable proctoring services are cost effective, quality conscious and compliant.

We have been supporting clients covering major global languages. Our objective is to deliver superior Candidate Experience the way you want it! For us, candidate remains the 'hero of the story'.

Remote Proctoring for superior

# Candidate Experience

Alert

Seamless

Multi-lingual



Automation



Scalable

Trust



Cost-efficient

Compliance

## THE DATAMATICS REMOTE PROCTORING ENABLERS

### Experienced Proctors

- >> Live and Recorded, Event-based and Scheduled Remote Proctoring Services
- >> **Large pool of 3000+ Certified Proctors** who are empanelled on retainer basis with stringent background checks
- >> Expanded offerings in the form of Highly Experienced & Trained Customer Service and Technical Service Reps (**CSRs & TSRs**) for broader support across the Testing spectrum
- >> Ability to handle High stake & high-sensitivity exams, across geographies and across duration of exams involving Physicians, Lawyers, Architects, working professionals, minors, etc.
- >> Ability to ramp-up/down with minimum lead time with test windows ranging from a single-day event test to those spread over 2-3 weeks

### Technology Partners

- >> Platform Maintenance, Support and Testing
- >> Technical support for setting up Remote Pop-up Centers

### Data & Analytics

- >> Candidate response patterns, latency statistics, forensics for possible frauds, similarity indices
- >> Test diagnostics like proctoring efficiencies, time to respond, quality of response, service effectiveness, productivity metrics, etc.

### Consulting

- >> Candidate Satisfaction & Insights, Candidate Journey Mapping, Mystery audits
- >> Process Consulting, Project Management Services, Digital Experience & Transformation



Seamless Platform Integration



Advanced InfoSec protocols,  
end-to-end data encryption  
for data security and  
candidate privacy



Regular System stress-testing for  
high traffic events



Process Automation



3000+ Certified and  
Trained Proctors.  
Scalable on-demand



Experience across Test  
stakes, candidate profiles  
and Test windows



Extended support  
through CSRs and TSRs



Advanced Reporting  
& Analytics

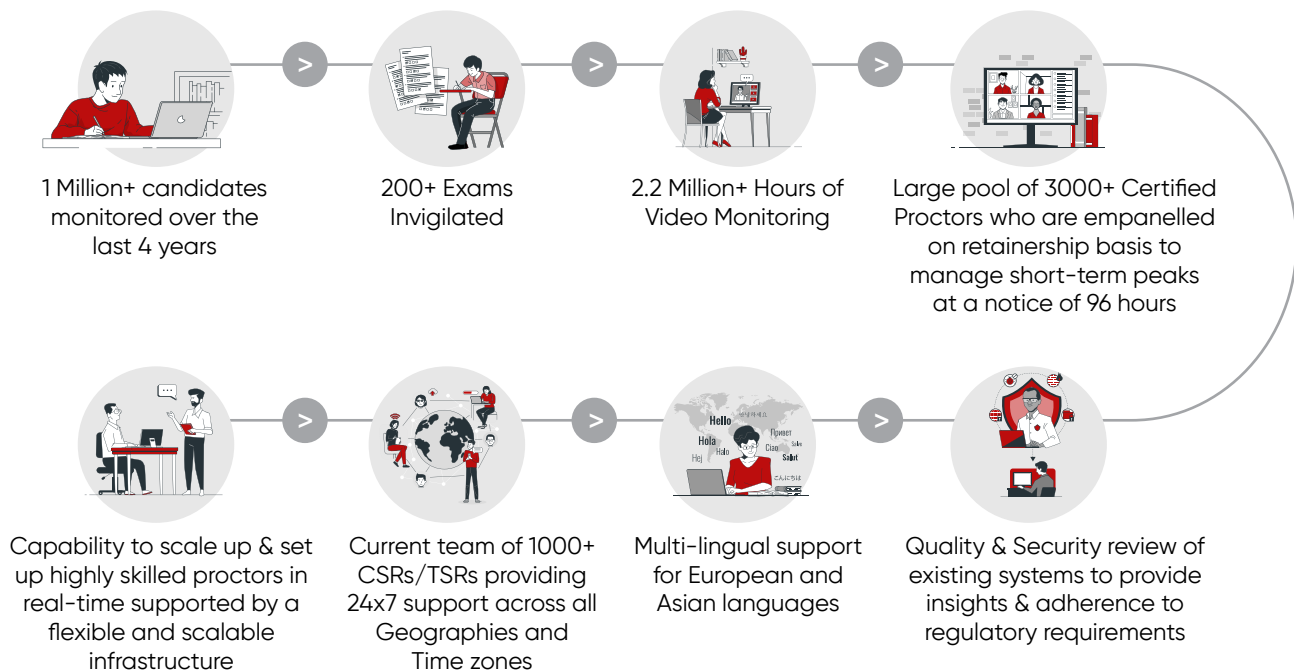


Preventive & Corrective  
Quality framework



Test Diagnostics and  
trend analysis

# DATAMATICS WINNING EDGE



## SUCCESS STORIES



Successfully handled the high Volumes and Sensitivities involved in Proctoring for Secondary School Tests for students aged 5–11

[DOWNLOAD CASE STUDY](#)



Increased Productivity for a UK Based Examination Institute

[DOWNLOAD CASE STUDY](#)



Enhanced Proctoring Support for a US-based examination institute by deploying experienced Remote Proctors, CSRs and TSRs

[DOWNLOAD CASE STUDY](#)

## BUSINESS IMPACT

Consistently high CSAT Score  
**5.83/6**

Overall accuracy achieved  
**> 99%**

**~ 40%**  
Cost saving over existing models





# BUILDING INTELLIGENT SOLUTIONS FOR DATA-DRIVEN ENTERPRISES

Datamatics is a technology company that builds intelligent solutions for data-driven enterprises to improve their productivity and customer experience.

The company portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics, which are powered by Artificial Intelligence.

Datamatics also has established products in Robotic Process Automation, Intelligent Data Capture, Advanced Analytics, Business Intelligence and Automated Fare Collection. Datamatics services over 550

clients across diverse verticals including Banking & Financial Services, Insurance, Manufacturing, Transport, Travel & Hospitality, Media & Publishing, Retail, and e-Commerce. Headquartered in Mumbai, the company has strong presence in the USA, Australia, Asia, Europe, and the Middle East with global employee strength of 10,000+

## 200+

Significant Customers across the globe

## 10,000+

Employees world wide

Delivery centers in

## USA, India, Europe and Philippines

# KEY AWARDS & RECOGNITIONS



Datamatics named as 'Leader' in IAOP 2021 Global Outsourcing 100 List of the world's best outsourcing providers



Datamatics wins the "Leadership in Customer Experience" award 2021 by Contact Center Association of the Philippines



Datamatics recognised at UN Global Compact Network India Innovative Practices Award "Women at Work" 2020



TruBot recognised at Gold Stevie Award 2020 for 'Sales & Customer Service'



TruCap+ wins People's Choice Stevie Award 2020 for 'Favourite New Products'



Rail Analysis India Award 2020 & 2019 for Automated Fare Collection technology



MRSI Golden Key Award 2019 for 'Best Business Impact through Analytics'

## OUR CMS PORTFOLIO



### Domain

- Omnichannel Support
- Connected Data Platforms
- Industry & Product Experts



### Digital

- Intelligent Data Transformation
- AI/ML driven Data Pattern Mining
- BI Dashboards
- Robotic Process Automation



### Data

- Richer Candidate Profiling
- Data Science/ Data Modelling
- Speech, text & Behavioural Analytics

## FOLLOW US ON



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