



The client is one of the most sought-after providers for functional skills certifications.

**MERITTRAC  
REDUCES TIME  
TO RESULTS BY  
50% FOR U.K.  
CERTIFICATION  
PROVIDER**

A leading U.K. vocational skills  
certification provider

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## **The Challenge:** To reduce time to results, improve quality, and manage capacity

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The client's operations team was finding it challenging to handle the increasing number of enrolments each year. The number of enrolments also varied from year to year. The client attempted to resolve the issue by increasing the number of markers so that the results could be announced in time. However, this affected the quality and cost of delivery.

To remain competitive and sustain business, the client needed a cost-effective solution which could be scaled as required and which would ensure fast and accurate results.

## **Meritrac Solution:** "Marking as a service" delivery model

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MeritTrac recommended that the client explore a "**marking as a service**" delivery model, wherein MeritTrac performed the following activities:

- Manage the capacity of markers as per the varying load
- Recruitment, training, and welcoming markers on board
- Ensure quality of marking

The delivery model was designed such that the first-level checks were performed by MeritTrac and the client did occasional sampling to verify the quality. Thus, the client did not have to devote as many resources to quality assurance.

## Outcomes

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MeritTrac's innovative solution was very successful and enabled the client to continue to deliver fast and accurate results despite varying enrolment volumes from year to year. The client could deal with unpredictable swings in demand with ease and turn around accurate results despite being faced with challenging deadlines.

- Since MeritTrac took over the first-level checks, the client was able to reduce its team size by **80 percent**.
- Despite significant increase in volume, the client was able to turn around results for 80 percent of its functional skills assessments **within 10 working days**. As per the client's SLAs, it is required to issue results within 20 working days.
- The accuracy of marking increased by **99 percent**.
- The client did not have to devote resources to capacity management or offshore team management. MeritTrac ensured that the quality of marking also improved significantly.