

TCS iON Digital survey platform enabled for real time monitoring of interviewer performance and survey quality check for DANE.

Overview

- The National Administrative Department of Statistics, commonly referred to as DANE,
- Colombian Administrative Department responsible for conducting the National Population and Housing census in every ten years, among several other studies.
- DANE needed a scalable, flexible cloud-based platform to perform different types of surveys and census such as Economic, Population and many other surveys pertaining to different sectors.

Challenges

- Inconsistent Internet/connectivity in rural areas
- Complex surveys with different types of questions and business logic
- Lack of Real-time monitoring of interviewer performance and survey progress.
- Need for robust survey designs with geo-referencing enabled
- Inadequate security measures for data protection
- Lack of comprehensive reporting and analytics

Solution Delivered

- Digital Survey Platform for easing survey complexities with quality control module and map-based questions.
- Field Project Management for efficient field force management.
- Command Center for real-time activity monitoring with the help of Area Mapping device.
- PAPER Survey app for offline data collection.
- Survey Data Processing for comprehensive data analysis.
- Survey Quality Check for ensuring accuracy and efficiency by Retaking Surveys.
- 60% cost reduction in IT development team size for DANE
- Solution delivered to capture data from 5Mn respondents in 6 Months for **524k** area codes
- **5** online & **4** offline surveys were conducted on **5000** android tablets
- **13000** Field Units, **8500** Interviewers were engaged.