

SERVICE OVERVIEW

OpenText Document Capture Services

Quickly manage image capture and conversion projects while enhancing value from OpenText Enterprise technology investments



\$2,100 savings in storage

Average cost to maintain one file cabinet on site



5%
Percentage of documents that are misfiled or lost in paper-based systems



\$14,000 savings in labor

Annual loss of productivity per staff member to research, locate and retrieve paper

Outdated paper filing systems typically cause agencies a great deal of frustration, especially when required records cannot be found due to loss, misfiling or destruction. For records that do not fall into these categories, finding them is a labor-intensive and time-consuming process. OpenText Document Scanning Service makes going paperless quick, easy and painless.

OpenText scans millions of images every month, saving agencies money, time and storage space. Set up for high volume capture operations, OpenText can scan records for small businesses, large enterprises or governmental organizations with a focus on quality and security.

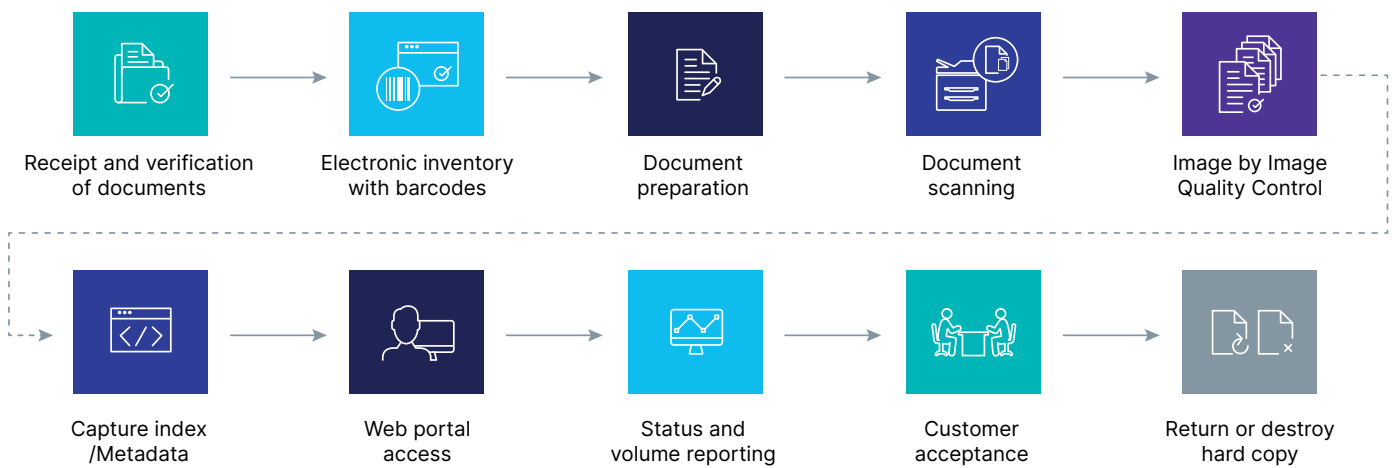
The document conversion process takes place in a private and highly secure physical environment that is monitored by cameras, with no cell phones or cameras permitted. All staff are security cleared and the room has controlled access to ensure all information is fully secure during the conversion process.

These are just a few of the benefits of a digital document solution:

- Use office space for productivity instead of storage.
- Increase productivity with instant document search.
- Eliminate lost or misfiled documents.
- Reduce risk of catastrophic losses, such as fire or wind.
- Digitally store and protect all documents and records.
- Ensure confidentiality and security.
- Streamline the document lifecycle.
- Track records in one central location.
- Quickly find and retrieve information through a full-text search.

OpenText Document Capture Services uses a multi-step quality assurance plan that maximizes both image quality and metadata index integrity. Multiple checks are performed in the process to ensure the highest level of accuracy so that customers can be confident in the final product.

- Consulting Services
- Professional Services
- eDiscovery Consulting Services
- Cloud Services



Feature	Description
Backfile conversion	Converts volumes of legacy files and paper into usable information that can be immediately accessed and leveraged in business-critical applications.
Electronic Mailroom Services	<p>Captures information from paper (faxes, mail, etc.) and electronic formats (web forms, emails) and classifies that information into “case files” according to its format, content and an organization’s unique business rules</p> <p>Stores and/or exports Information to a database, email server, workflow or back-end system, such as an Enterprise Content Management (ECM), Enterprise Resource Planning (ERP, or Customer Relationship Management (CRM) system</p>
Microfilm and microfiche conversion	<p>Transitions legacy data and documents into a hosted archival system for long-term storage, eliminating on-site storage costs and enabling compliance with records management regulations</p> <p>Ensures a comprehensive solution to meet an organization’s needs according to storage requirements, indexing options and strategies, as well as records management policies and procedures</p>