

opentext™ | Professional Services

Information Outsourcing Services

Why OpenText Information Outsourcing Services?

With production facilities that annually convert more than 250 million paper-to-analog and digital images, OpenText Information Outsourcing Services helps customers quickly manage large image capture and conversion projects while enhancing the value they derive from their investments in OpenText Enterprise technology. OpenText is an awarded vendor on the Council on Competitive Government Contract for Digital Imaging Services. CCG contract # 920-C1.

OpenText Information Outsourcing Services serve a broad range of markets, including communications, education, energy, financial services, government, healthcare, insurance, manufacturing, retail, transportation, and travel.

Electronic Mail Room Service

The Electronic Mailroom Service captures information from paper (faxes, mail, etc.) and electronic formats (web forms, e-mails) and classifies that information into “case files” according to its format, content, and an organization’s unique business rules. Information can then be stored and/or exported to a database, e-mail server, workflow, or back-end system, such as an Enterprise Content Management (ECM), Enterprise Resource Planning (ERP), or Customer Relationship Management (CRM) system.

Electronic Mail Room:

- Immediate document and data capture upon arrival
- Automated and operator-assisted data validation
- Data and forms processing, including OCR
- Management of data in “case folders”
- Inactive and active records management and storage
- Data storage backup
- Fulfillment services
- Secure document destruction with historical reconciliation

Back File Conversion

OpenText Information Outsourcing Services takes the headache out of converting legacy files (paper, microfiche, multimedia etc.) into electronic formats. It enables volumes of legacy files and paper to become usable information that can be immediately accessed and leveraged in your business critical applications.

Image Library Services

OpenText Information Outsourcing Services can transition your legacy data and documents into a hosted archival system for long-term storage, enabling you to eliminate on-site storage costs and comply with records management regulations. We will work with you to determine storage requirements, indexing options, and strategies, as well as records management policies and procedures to ensure a comprehensive solution that meets your needs.

Information Outsourcing Services

Image Library provides:

- Secure Hosted Server Access
- Flexible Retrieval Methods

Capture/Redirect

In the event of a disaster or unexpected fluctuations in document processing volumes, Capture Redirect Service helps your organization sustain critical business processes by providing quality, cost-effective image conversion services in support of your microfilm and digital document imaging systems.

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HIGH VOLUME SCANNING

- 2.5x2.5 up to E sized maps, plats and drawings
- Black and white, grayscale, and color
- Export to numerous document management systems
- Image enhancement capabilities from Kodak
- Tiff, PDF, JPEG and more

HISTORICAL ARCHIVING

- Bound book scanning, newspapers and large format
- Preservation of historical documents
- Photostat recreation to black and white, grayscale or color

INDEXING

- Hand keyed
- OCR and ICR
- OMR (Optical Mark Recognition)
- Integration with existing customer data
- Barcode recognition

CUSTOM PROGRAMMING

- Image enabling of existing software applications
- Database integration
- System and application integration
- Develop custom imaging processes
- Complete solutions

CONVERSION

- Support for all major document repositories
- Full-text searchable PDFs
- Microfilm/microfiche to digital image
- Tiff images to microfilm via Kodak Digital Archive Writer
- Tiff to PDF – PDF to Tiff

SOFTWARE

- Content Management software (ECM)
- Production Tracking software (PTS)
- Automated Capture software (OCR)
- Business Process Management (BPM)
- Kodak Capture Pro software and VRS

DOCUMENT CLASSIFICATION

- Taxonomy support
- Automated contextual recognition
- Human Resources, Contract Management

HARDWARE

- Kodak
- Fujitsu
- Panasonic

MICROFILM PROCESSING

- 16mm and 35mm processing and duplication
- Brown toning
- Microfilm restoration

WEB HOSTING SERVICES

- Secure access to your documents
- Interim storage
- Private cloud or dedicated servers

Questions or comments?

E-mail us at IOS-Sales@opentext.com or call 210.826.5501

Check out our web page at:

[OpenText—Information Outsourcing Services](http://www.opentext.com)

www.opentext.com/contact