

PRODUCT OVERVIEW

OpenText™ Intelligent Forms Automation with TeleForm

Eliminate time-consuming manual data entry with powerful form design, capture and recognition technologies



Increase efficiency
with digital
workflow-ready
content



Deliver rapid return
on investment



Minimize risk of
fines and damage to
business reputation



Integrate
seamlessly with
OpenText EIM
systems

Unlock the potential knowledge in documents

When information is locked away in paper and electronic documents, it is virtually invisible to an organization. Not only does this represent a large, unquantifiable risk, it also blocks an organization's ability to leverage a rich source of business information.

In an ideal world, the data and documents needed for most business processes would be captured at the source using electronic forms, instantly validated and then fed into the destination systems to be used as required. While the technology to do this has existed for years, paper use still persists.

Capture solutions provide a paper on-ramp to automate digitization and enable further processing using electronic versions, reducing the paper volumes that organizations must handle. Automation of the capture process minimizes manual handling of paper to improve efficiency and accuracy of the content.

OpenText™ TeleForm™ automatically captures, classifies and extracts information from paper and electronic documents using powerful recognition technologies and creating accurate process-ready content in real time. It eliminates time-consuming manual document sorting and data entry. TeleForm is a multichannel solution for capturing information from documents received via mail, fax, email, the internet and mobile devices. Using advanced recognition and pattern-matching technologies, TeleForm understands structured documents, such as credit application, account origination forms, census forms, passport applications, student applications and many other unstructured documents. This unrivaled flexibility has enabled thousands of TeleForm users worldwide to fully leverage the benefits of automation across the enterprise.

Mobile web capture:

Capture images on a smartphone and submit to TeleForm for processing

Form designer:

Design and distribute forms for accurate recognition and capture

Data extraction:

Extract data using OCR, ICR, OMR, barcode and logo recognition and multi-language support

Export:

Export documents and data to DMS, RMS, DBs and other systems

Integrate information, people and business workflows

In the modern enterprise, organizations stay competitive and are successful when they effectively deliver quality, timely products and services to their customers. To accomplish this, organizations must seamlessly integrate, orchestrate and manage business workflows with information and people. Enterprises are increasingly turning to integrated Enterprise Information Management (EIM) solutions to orchestrate the flow of information and tasks between workers and existing IT systems.

TeleForm integrates with OpenText™ LiquidOffice™ and other EIM software to provide a seamless platform for automating line of business workflows. Organizations can fully leverage all information sources—paper, electronic, structured and unstructured content—to guide and automate informed decision-making and optimize business outcomes.

Customer solutions

- **Legal:** Case documents, client engagements, contracts
 - **Accounting:** Expense reports, invoices, statements, purchase orders, time cards
 - **Customer Service:** Order forms, warranty claims, service requests, consultation forms, work authorizations
 - **Human Resources:** Application forms, enrollment, evaluations, request forms, consent forms
 - **Marketing:** Customer surveys, event registrations, product evaluation forms, questionnaires
 - **Production:** Work orders, requisition forms, shipping documents, receiving documents
 - **Government:** License applications, census forms, tax forms, vehicle registration forms, business and building permit applications
 - **Education:** Student applications, test results, financial aid applications
 - **Healthcare:** Claim forms, prescription orders, patient encounter forms
 - **Pharmaceutical:** Case report forms, patient surveys, research forms
 - **Finance:** Loan applications, credit reports, new account applications, claims forms
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Key business benefits

By digitizing and automating manual, paper-based content and documents workflows, TeleForm enables organizations to:

- Improve customer, supplier and employee service by initiating line of business workflows as soon as documents are received, reducing latency and delays.
- Reduce costs for manual document sorting and data entry by up to 80 percent in individual departments or across the organization.
- Minimize risk of fines and damage to business reputation that arise from non-compliance by ensuring that paper-based information is stored securely.
- Improve staff productivity by allowing knowledge workers to focus on value-adding tasks rather than time-consuming document sorting and data entry.
- Ensure business continuity in the event of flood, fire and other catastrophic events by reducing the amount of unsecured paper moving around the organization.
- Improve control by tracking and auditing the capture of documents from the point they are received at central and remote sites.
- Improve visibility of information within the organization by converting paper documents into electronic information that can be shared easily between multiple employees and departments.
- Increase data quality by eliminating human data entry errors, reducing costly and disruptive exceptions in downstream business workflows.
- Free up expensive office space by eliminating on-site, long-term paper storage requirements.

Intelligent information capture

TeleForm makes it possible for organizations to classify and extract information from documents in real time. It enables organizations to form an understanding of virtually all structured information, both inside and outside the enterprise. This ability to understand content in any language gives TeleForm the power to capture, classify and extract information from any paper or electronic document regardless of its origin or type. With TeleForm's intelligent capture capabilities, organizations can succeed in a more unstructured and distributed world where traditional computing technologies can no longer keep pace.

Enterprise and mobile reach

When document-driven processes are originated at remote locations, such as a branch office or in the field, TeleForm enables users to capture documents at the point they are received using remote web and mobile capture. This is a vital capability in the modern business environment, where speed is of the essence and delays caused by physical document shipping can negatively affect customer service.

Optimized for scale and accuracy

TeleForm is purpose-built for high volume, enterprise applications where scalability, accuracy, security and compliance are critical to the business. Whether automating document-driven workflows in a single department or across the entire enterprise, OpenText provides a complete suite of capabilities for capturing and understanding all content.

[Learn more](#)

"With OpenText TeleForm, information from our various meetings was processed far more quickly and made easily accessible to our staff. This allowed us to know right away which meetings were more successful and enabled us to improve the way we target our members going forward. It changed our whole marketing and promotional effort. We went into a very flush period in terms of members' successes and revenues grew quite a bit as a result."

Amy Brozgold
Chief Financial Officer
The WW Group

[Read the Success story](#)

Verifier: Review extracted data, confirm accuracy and correct unclear characters

Designer: Drag-and-drop form design

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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