OPENTEXT™

OpenText Document Capture and Management

Accelerate the processing of time-critical data into your business systems

Are you spending a fortune on data entry, paying people to manually rekey incoming documents into your business systems? If so, high costs and delays can lead to situations where time-critical information isn't being processed efficiently. Facilitating corporate growth in today's economic climate requires that you eliminate manual processes to cut expense and accelerate business cycles.

Sending and receiving paper documents, like purchase orders, via fax or email means you're probably manually rekeying form data into your backend systems before processing it. As a result you've added headcount and payroll costs are rising. In the addition, manual rekeying likely leads to errors that negatively impact business cycles because of time needed to correct discrepancies.

Document Capture and Management is a fully outsourced solution from OpenText that eliminates the need to manually rekey faxed and emailed forms - documents requiring quick and efficient processing. Document Capture and Management identifies distinct form field information in order to extract, validate and deliver it into your backend systems according to your specific business rules.

Data Capture and Recognition

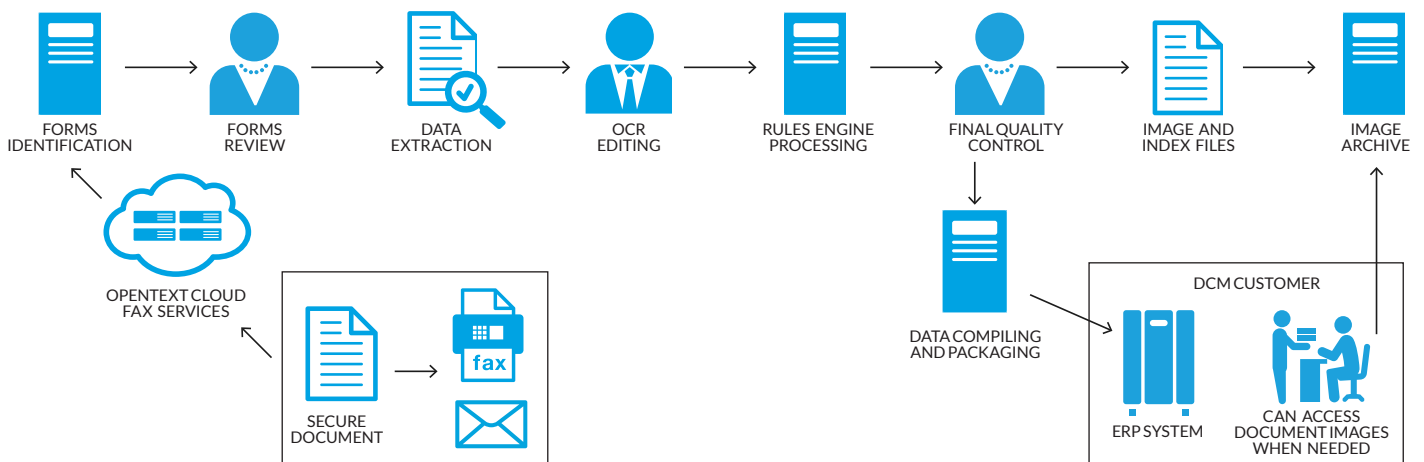Document Capture and Management relies on OpenText's best-in-class recognition capabilities including:

- **Optical Character Recognition (OCR)** - electronic conversion of scanned images of typewritten or printed text into machine-encoded/computer-readable text. Widely used as a form of data entry from an original paper source

- **Intelligent Character Recognition (ICR)** - computer translation of hand printed and written characters. Data is entered from hand-printed forms through a scanner or received as a fax, and the image of the captured data is then analyzed and translated

- **Intelligent Document Recognition (IDR)** - technology that analyzes document content, searching for specific keywords based on a combination of optical character recognition techniques and rules based engines; IDR is used to capture data from documents that are structured, semi-structured, unstructured or a combination thereof.

FEATURES

- *Delivers data in a variety of formats including XML, CSV and IDOC*
- *Supports a variety of data transport protocols including SMTP, HTTPS, FTP*
- *Provides human validation and exceptions handling*
- *Adheres to sophisticated and complex business rules*
- *Handles exceptions and rejections*
- *Offers multi-language support*

BENEFITS

- *Transforms manual processes into 100% electronic straight-through (STP) processing solutions*
- *Accelerates the processing of time-critical data into your business systems*
- *Eliminates costs, delays and errors associated with manual re-keying*
- *Guarantees field level accuracy of 99.5% - a process that's as error free as possible*
- *Validates and corrects incoming documents*
- *Accepts, processes and delivers data in a variety of languages*

FORMS IDENTIFICATION → FORMS REVIEW → DATA EXTRACTION → OCR EDITING → RULES ENGINE PROCESSING → FINAL QUALITY CONTROL → IMAGE AND INDEX FILES → IMAGE ARCHIVE

OPENTEXT CLOUD FAX SERVICES

SECURE DOCUMENT — fax

DATA COMPILING AND PACKAGING

DCM CUSTOMER

ERP SYSTEM — CAN ACCESS DOCUMENT IMAGES WHEN NEEDED

Data Validation

Manual fax and paper handling creates inadvertent and costly data errors. With faxes, each incoming form must be retrieved, routed, stored, and manually rekeyed into your system. Once an error is introduced into the process, it takes hundreds of dollars to find and fix the problem downstream.

Backed by human validation for quality assurance, OpenText Document Capture and Management offers 99.5%+ guaranteed field level accuracy – a process that's as error-free as possible. Customers provide OpenText with a standardized form and confirm fields for extraction – for example a purchase order form with fields featuring "quantity", "order number" and "payment terms." Document Capture and Management then matches all incoming documents to that standard form, extracting and validating the field data you requested. OpenText sends the data to your systems for import. Any exceptions with regards to unrecognizable forms or data are corrected and re-injected into the process before it's ultimately delivered into your backend systems.

Data Output

Document Capture and Management creates output in multiple formats including EDI, XML, CSV, and IDOC. The service accelerates the delivery of these data types into your organization's backend systems. The process has a direct, positive impact on your productivity, customer satisfaction and profitability.

Document Capture and Management applies to business processes that turn data around quickly and accurately. Examples of these processes include:

Order Processing

Companies can significantly reduce the cost to process each order while decreasing their Order to Cash cycle time, a key metric for the effective management of a business supply chain.

Document Capture and Management turns fax and email orders directly into EDI, XML or other digital formats.

Claims Forms

Insurance companies measure their effectiveness on how quickly they turn around and process claims; it's often directly impacted by the speed in which faxed claims are turned into data and loaded into processing workflows. Document Capture and Management enables the Straight-Through Processing (STP) of faxed and emailed claim forms into any of a number of formats including ACORD XML.

Time and Expense Forms

The entry and processing of time and expense forms are critical for large service organizations. Revenue is directly impacted by the loading speed of information into a company's financial system in order to generate invoices. OpenText Document Capture and Management turns faxed information directly into loadable data for entry into your financial system – while pushing the original documents and images into an optional archiving system for future audits.

Fully Managed Service

Today's most successful IT projects are usually those that can get implemented quickly without additional capital investment. You can implement an OpenText Document Capture and Management solution within 3-4 weeks, and experience up to 30%-60% hard dollar savings. In addition, Document Capture and Management scales to your incoming volume, eliminating staffing challenges and order accuracy issues during peak cycles.

Document Capture and Management's objective is to seamlessly integrate with your existing infrastructure and workflow systems, creating an agile solution that extends the benefits of efficiency to other areas of your organization.

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