

Capture Technology and Fax Document Structure

Extract Time-Critical Data from Multiple Fax Document Structures

Most business information exists on paper, and fax documentation is a common example of this. Many industries, from healthcare to legal to supply chain, use paper-based faxing for business correspondence. For them, fax isn't an archaic technology—instead, it's a reliable, efficient, and familiar way for them to transact business. However, as a result, they are dealing with expense management and productivity-related issues.

One issue is high paper and storage costs. Another is the process lags that stem from having to manually handle incoming paper faxes to initiate business processes. This is where the biggest discrepancies occur. Workers have to read and interpret information within paper faxes, and then enter it as data into the appropriate backend systems by hand. If information is re-keyed in error, productive time is wasted making corrections downstream. Then the situation worsens if faxes arrive in high volume; the organization must add headcount to process the increased and varied number of incoming documents.

These issues primarily revolve around manually processing different paper fax document "structures." For example, paper faxes are very random in terms of how information is formatted on the page. There are hundreds of different document types transmitted via fax such as purchase orders, invoices, and insurance claim forms. Sorting through them manually tends to bring business cycle times to a slow crawl. Document capture technology removes paper from fax processes by intelligently receiving paper faxes, interpreting information within them, and delivering it as data regardless of the type of incoming documents:

FEATURES

- *Converts information from paper documents into actionable data*
- *Automatically separates, classifies, and extracts information from multiple document types*
- *Enables intelligent, automated fax workflow solutions*

BENEFITS

- *Reduces paper processing, filing, and storage costs*
- *Improves information sharing and worker productivity*
- *Eliminates manual handling to drive straight through processing solutions*

**Structured Documents (such as forms):**

Every piece of information has a fixed position and location.

**Semi-Structured Documents (typically B2B correspondence):**

Information is in logical groups, yet exact positions are unknown.

**Unstructured Documents (typically C2B correspondence):**

Information doesn't follow a regular pattern, and may be located anywhere.

Structured Documents

For document capture technology, structured documents are the most desired type. The information is located in predefined positions. However, these documents can vary in layout because of different printing processes, visual distortions, and differences in hand printing that occasionally make processing challenging.

Semi-Structured Documents

Semi-structured documents contain information in different locations. However, the information is logical enough for document capture technology to find it. For example, someone who usually handles semi-structured documents understands the kind of information they should contain. The problem is trying to figure out exactly where the information is located, since the documents are produced by a variety of print production mechanisms.

Unstructured Documents

Unstructured documents appear in a lot of consumer-to-business correspondence. Unlike structured and semi-structured documents, you don't need to capture specific information from the page. The extraction process consists of algorithms using database information to search for things like customer name, order number, and date of purchase.

Automated Fax Workflow

A key factor in the capture process is the input device that supplies the document. Regardless of document structure, document technology needs to receive and extract the key information, and interpret and route it to backend applications and systems. By converting paper documents and electronic faxes into actionable information, storage costs, manual handling, and human error are significantly reduced. Instead, data suitable for driving intelligent, automated fax workflow is generated along with processes that streamline operating expense and improve worker productivity.

OpenText™ Information Exchange**OpenText™ Capture Solutions:**

Through Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), and Intelligent Document Recognition (IDR) technology, OpenText Capture Solutions automatically extract and convert your fax data into actionable data for efficient delivery into your backend systems.

OpenText™ Fax Solutions:

Reduce costs by replacing fax machines, unnecessary hardware, and associated IT expenses with a software or cloud-based fax messaging solution. Streamline your fax investment and increase employee productivity by transmitting messages electronically from desktop and email applications.

OpenText™ Professional Services:

Maximize the value of your fax solutions, and facilitate deployment through a comprehensive offering of formal training, product enhancements, and standards-based IT architectures tailored to your unique business and technology needs.

www.opentext.com/faxsolutions

NORTH AMERICA +1 800 304 2727 • EUROPE, AFRICA +31 (0)23 565 2333 • MIDDLE EAST +971 4 390 0281
JAPAN +81-3-4560-7810 • SINGAPORE +65 6594 2388 • HONG KONG +852 2884 6088 • AUSTRALIA +61 2 9026 3400