OpenText Capture

Reduce costs and accelerate business processes through intelligent document processing and automation

Benefits

- Unify omnichannel information capture
- Automate manual tasks with intelligent document processing
- Delight customers and employees
- Simplify compliance and document access

Intelligent information capture is the starting point for companies and public sector organizations that prioritize improving their operational efficiency with intelligent document processing solutions.

OpenText™ Capture uses continuous machine learning (CML) and large language models (LLMs) to automate manual content processes such as accounts payable, back-file conversion, and onboarding. A key part of intelligent document processing (IDP) solutions, the intelligent capture software transforms paper and digital content into actionable data, enables secure and efficient routing to the right users and systems, and makes accurate information available when and where it's needed.

Unify omnichannel information capture across departments and locations

Organizations expect the volume of enterprise content to continue to grow at escalating rates, and with a large portion as semi-structured or unstructured.It is not practical to meet this scale by relying on manual processes to capture and extract information needed by key business processes and cross-departmental workflows. OpenText Capture supports inputs from scanned paper, faxes, PDFs, emails (body and attachments, including zip files), mobile, Microsoft 365® documents, images, XML and other sources.

OpenText can use traditional document identification techniques, such as barcodes, as well as the latest in AI recognition technology for automated classification, data extraction and optical character recognition (OCR). To automatically classify a wide variety of document types and applications, OpenText leverages a broad set of AI classification technologies. By employing multiple cascading recognition technologies, OpenText Capture provides both fast processing and high accuracy.

Automate manual tasks with intelligent document processing so employees can focus on higher-value activities

Manual content tagging is inconsistent, error prone, and often not done at all, which delays business processes. Employees waste time searching for information and re-keying information that already exists. With OpenText Capture, employees can focus on higher-value activities, such as human-in-the-loop validation to accelerate machine learning and automation.

Delight customers and employees with insight-driven optimized workflows

Intelligent information capture is more than digitizing paper. As part of intelligent document processing, modern organizations require text analytics on digitized and natively digital content to extract insight and understanding from any type of content. For example, the tone of a customer communication can trigger who is assigned the support ticket and automated content summary. OpenText delivers content insights and understanding based on machine learning, NLP and natural language understanding capabilities.

Simplify compliance and document access through automatic classification

Organizations face increasing pressure to protect information and comply with evolving regulations. With OpenText Capture, organizations can strengthen compliance and information governance by automatically classifying and filing documents based on metadata extracted from semi-structured and unstructured content in addition to structured forms.

OpenText Capture helps reduce costs and improve efficiency by automatically processing millions of documents daily across industries like insurance, financial services, healthcare, and government. Our information capture software is intelligent with continuous machine learning and LLMs that enable your employees to focus on higher-value work while ensuring accurate information automatically reaches the right people and systems when needed. With transparent pricing and flexible deployment options to select the best fit along your cloud journey, your organization can scale processing capabilities organization-wide, strengthen compliance through automated filing and classification, and optimize workflows without complex integrations or coding requirements.

Services

OpenText™ Document Capture Services:
Converts paper, from card size items to engineering drawings, and microfilm/microfiche into electronic images and applies metadata. Using high speed production scanners and OpenText technology, backfile and day forward conversions are performed in a secure, state of the art facility.

Training:

OpenText Capture Fundamentals and Administration:
This five-day course is designed to provide business partners, system integrators and administrators the foundation needed for the design, implementation or support of capture solutions using OpenText Capture.
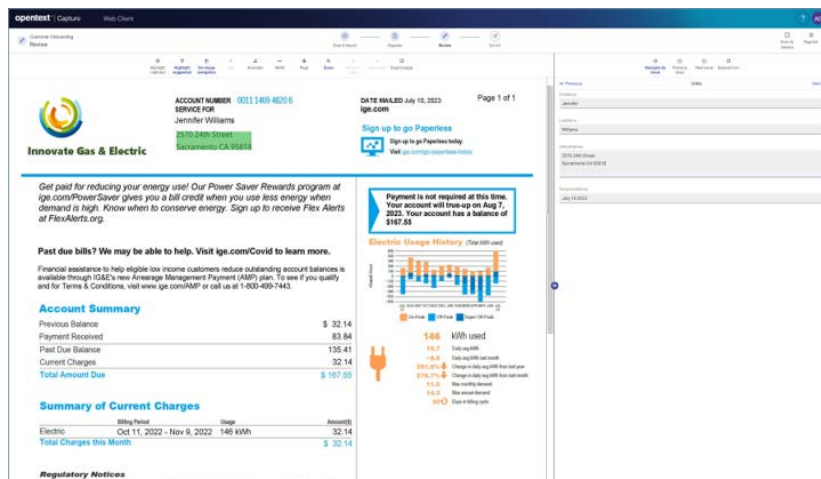
OpenText Capture deployment options:

Accelerate cloud strategies with OpenText cloud experts
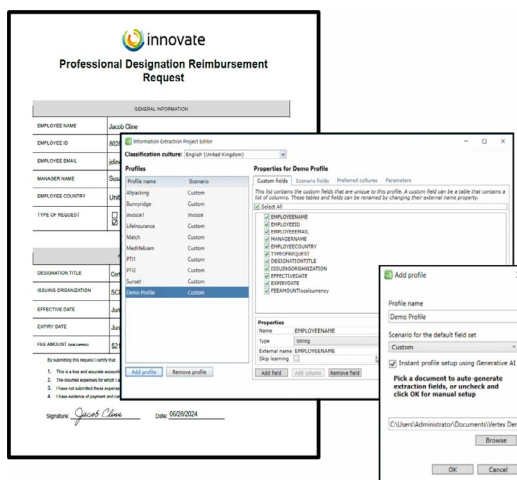OpenText Managed Private Cloud

Extend your team
On-premises software, managed by your organization or OpenText

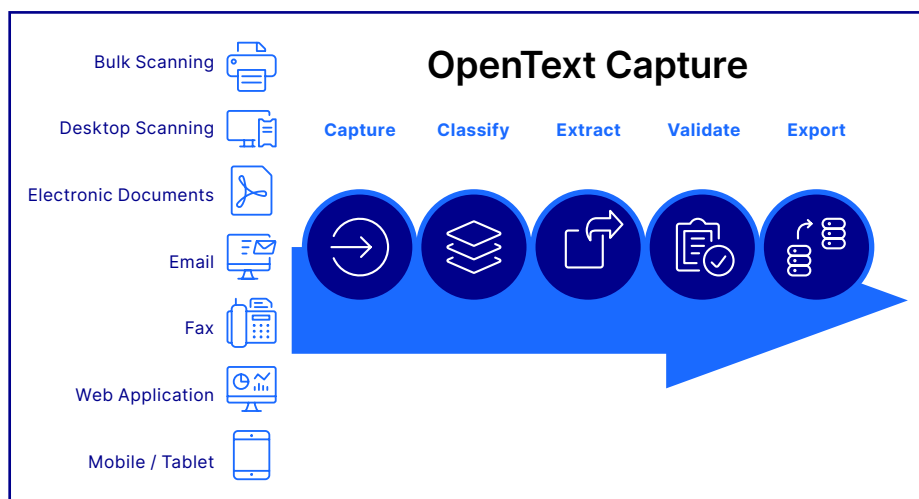### Run anywhere and scale globally in the hyperscaler cloud of your choice
Hyperscaler cloud partners (OpenText Private Cloud, AWS private or public cloud, GCP private or public cloud, Azure private or public cloud)

Access a simple human-in-the-loop UI to review and validate extracted data for each document.

Make setup easier with information extraction profiles automatically created by large language models (LLMs) (Google Vertex subscription required).

As an omnichannel information capture product, OpenText Capture supports a broad set of inbound document types and delivers documents and structured content to ECM, ERP and other systems. Batches are routed by CaptureFlow and a web client can be used for scanning, document assembly and/or human-in-the-loop data validation.

Product feature	Description
Intelligent document classification	Automatically identifies documents with multiple classification technologies that combine text and graphical methods to deliver higher accuracy and faster performance.
Intelligent data extraction and validation	Reduces manual data entry and ensures accuracy across 120+ languages and locales with built-in OCR, AI, and third-party recognition engine integrations. Built-in integrations with Google Vision or Microsoft® Azure Read OCR expand the data extracted from unconstrained handprint, cursive, and low-quality mobile images. Note: Using the handwriting integrations requires a Google Vision or Microsoft Azure Read OCR subscription.
Continuous machine learning	Automatically updates continuous machine learning models using data from human-in-the-loop validation activities by non-technical reviewers—no data labeling or model development expertise is needed.
Flexible deployment	Runs on-premises, in a private or hybrid cloud environment hosted by OpenText, Google Cloud, AWS or Microsoft® Azure, or as embedded microservices in line-of-business applications.
Automated creation of information extraction profiles with LLMs	Identifies and labels key data fields using Google Vertex AI without your organization's data being used to train the models. Based on your uploaded blank or completed sample documents. Note: This capability requires a Google Vertex subscription.
Configurable capture workflows	Configures document priorities and routes, from simple to complex as the organization requires, using CaptureFlow Designer, without coding or complex system integrations.
Integrated AI and machine learning	Improves accuracy and process automation with AI and machine learning capabilities that automatically recognize new documents and quickly process business content.
Securely deployed hybrid and distributed captures	Ensures data is encrypted both at rest and in-flight between connected systems, whether in the same data center, distributed or in the cloud.
Multiple recognition technologies	Identifies document types and analyzes text to understand context and employ efficient processes with a multi-engine approach.
Highly scalable and flexible architecture	Scales to process volumes as high as several images million per day, across multiple servers in a centralized environment or spread across many locations.
Parallel processing technology	Virtually disassembles documents to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the server for re-assembly and completion.
Export to ECM systems	Seamlessly integrates with OpenText document management platforms, including OpenText™ Documentum™ Content Management, OpenText™ Content Management and OpenText™ Core Content Management.

Product add-ons	
OpenText™ Capture for SAP® Solutions	Fully automate the digitization of incoming SAP-related documents.

Learn more about OpenText Capture ›
Find out What's new in OpenText Capture ›

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