

5 Phases of Document Capture

Stop Typing, Sorting, Mailing and Carrying Paper – Let Document Automation Do That!

Sample presentation

Agenda

- What is Document Capture?
- The Five Phases of Document Capture
 - What are the 5 Phases?
 - What are the benefits of each?
- IBM Datacap Taskmaster Capture
- Targeted Applications
- Production Imaging Edition
- Q & A

Does this look familiar?



How do you turn this...



...into this?



The Document Capture Process Begins with Images



High speed production scanner



Desktop scanner



Multi Function Peripheral (MFP)



Fax



Emails and attachments

...And Extracts Data With Optical Character Recognition (OCR)

Linderer Printing Company

LINDERER PRINTING COMPANY
117 SOUTH 6TH STREET
CLINTON, OK 73601-3431
VOICE: 580-323-2102
FAX: 580-323-2108

Vendor ID lookup

Vendor name

DPCA
DOANE PET CARE
CLINTON PLANT
P.O. BOX 4589
HOUSTON, TX

77210

Invoice Date: 09.11.00
Page: 1
Salesperson: 2
Invoice #: 15956
Due Date: 10.26.00

Invoice date

Invoice number

	List Price	Sale Price	Discount	Extension	Tx
1.00 AVE-8048-RG 5X3 RECT RED FL LABEL	5.36	5.36	15.0000		Y

Sub Ttl 5.36 Net 4.56 Recd Balance 4.97
Discount 0.80 Sls Tax 0.41 Change
Total 4.97

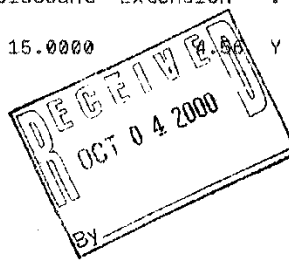
Total

Four And 97/100

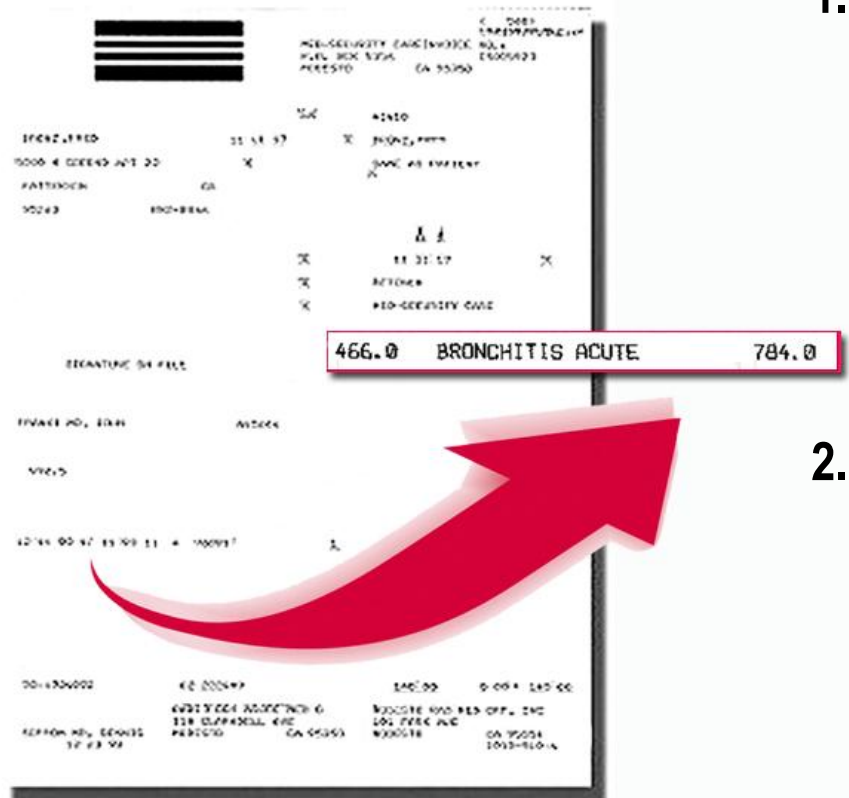
X X
X
X X *Amber D. Surney*

*** Thank You! ***

Customer agrees to terms as shown on this invoice. Amounts over 30 days past due will be charged a 1.75% per month late fee. No returns after 10 days.



Why Extract Data?



1. Index the document image with searchable metadata for ECM

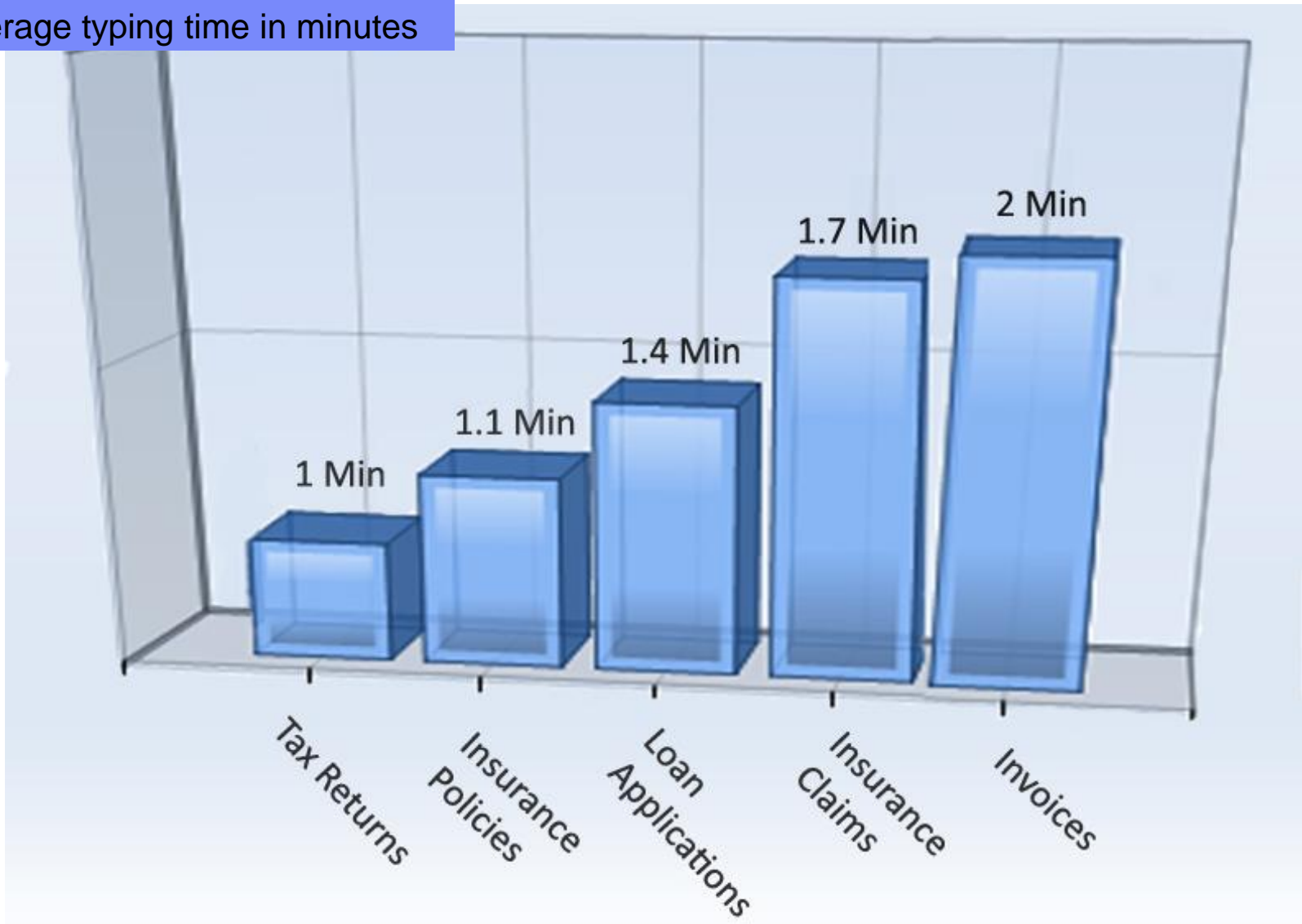
- Vendor name
- invoice number
- invoice date
- SSN
- Customer number
- Provider ID

2. Populate Business Systems with Key Data

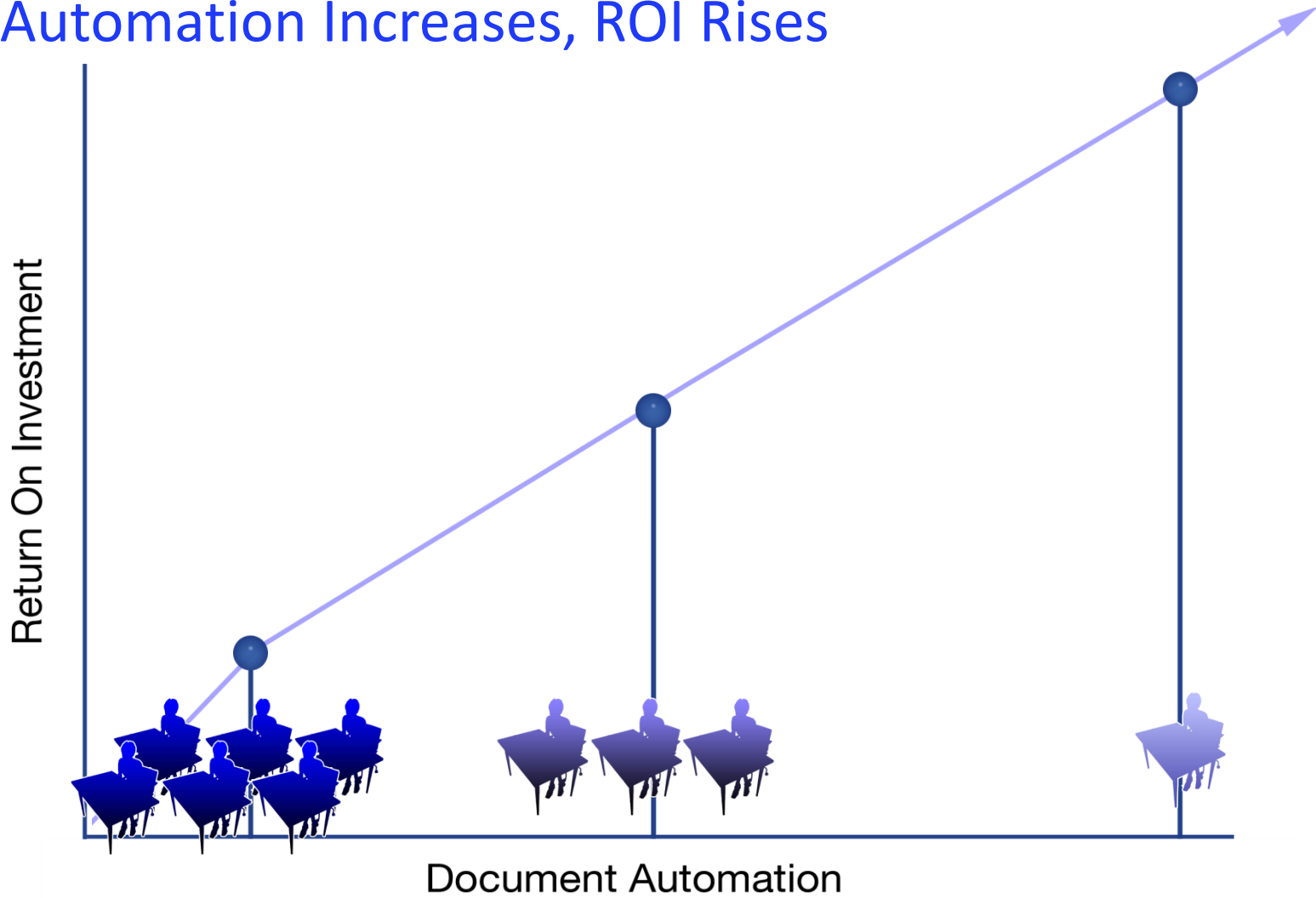
- ERP
- Accounting system
- CRM
- Workflow
- Adjudication
- Order processing
- Business Intelligence

Manual Data Entry Time Spent Per Document

Average typing time in minutes



As Automation Increases, ROI Rises



A Transformation is Happening in ECM

From Systems of Record....



...To Systems of Engagement.

Capture - The OnRamp To Electronic Content Management

Convert, Classify, and Standardize Content



Content At Rest = Cost
Content In Motion = Value



Business Reasons for Capture

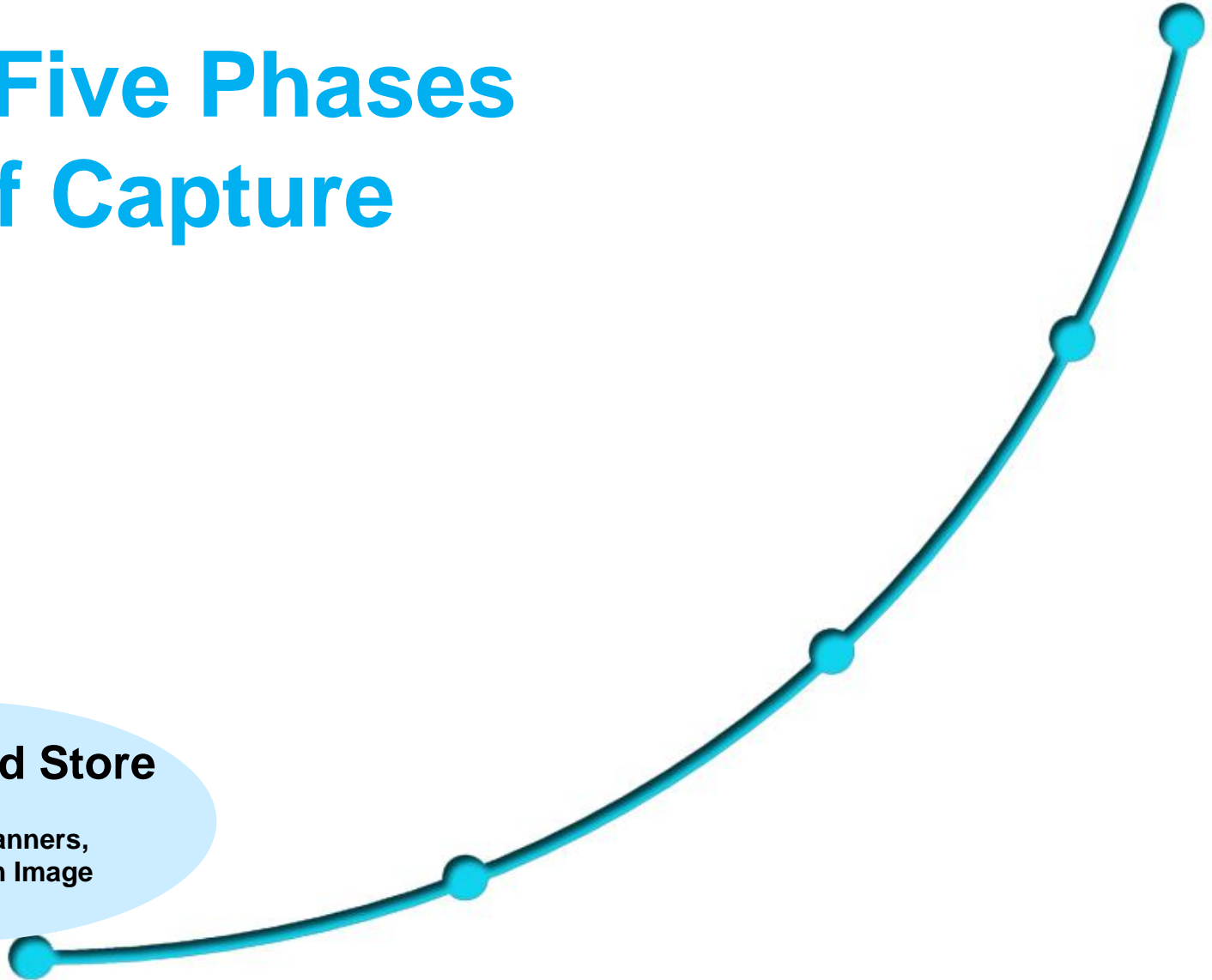
- Accelerate document input
- Eliminate manual data entry
 - Reduce headcount
 - Eliminate typos and lost documents
- Rapid ROI Through Cost Reduction
 - Unnecessary data entry
 - Eliminate document shipping
 - Eliminate paper storage
- Increase accuracy
 - People make mistakes
- Control who has access to documents
 - Paper documents a huge compliance risk



The Five Phases Of Capture

1. Scan And Store

Capture drives Scanners,
provides Key From Image



County Government Scans Healthcare Documents

*"We've gotten rid of 16 file cabinets and two storage spaces and we've still got a long way to go!" –
Administrative Assistant, County*



- ✓ Scanning health and legal records going back 100 years to free up storage space.
- ✓ IBM Datacap Taskmaster Capture drives the scanners and presents each operator with several document types to choose from.
- ✓ Once the operator selects the document type from a dropdown menu, several data fields appear, which are manually entered for index purposes.
- ✓ The image is routed to IBM Content Manager and the paper can be disposed

The Five Phases Of Capture



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provides Key From Image

2. Basic Recognition

Add OCR and barcodes to
Automate Indexing

Manufacturing Company Image-enables Human Resources

"I used to spend several hours scanning and typing data, now I just scan." – Human Resources Manager



- A small manufacturing company is using IBM Datacap Taskmaster Capture to scan Human Resources documents, including applications, payroll, benefits, employee review and correspondence.
- Before scanning, each document type is separated and a document ID sheet with bar code and checkboxes is placed in front of it.
- When scanned, Taskmaster “reads” the separator sheet and applies the proper document ID and index data to the document that follows.
- Index data is checked by a verifier and the image is routed to IBM FileNet Image Services.

Recognition-Assisted Indexing



Document Separator



Please select the valid policy “Bucket” (choose only one per Separator page):

1. Original Policy
2. Post-Issuance Endorsements
3. Post Binding Correspondence
4. Coding Information
5. Binder
6. Pre-Binding Correspondence
7. Surveys/Inspection Report
8. Certificate of Insurance
9. Premium Finance Agreement

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3. Intelligent Data Extraction

Add Doc ID and Zonal
OCR to Automate
Transactional
Documents

Invacare Corporation Automates Accounts Payable

“Processing is much faster and invoices are almost immediately available as electronic images.”

— Seth Linebrink, Manager of Financial Reporting and Accounts Payable, Invacare



- Global health equipment manufacturer
- 1,000 paper invoices every day
- Replaced a manual process with Datacap Accounts Payable Capture
- Eliminated double data entry: once into Oracle and again to index for ECM storage
- Replaced a paper process with a digital solution
- Results:
 - Improved customer service
 - Improved vendor relations
 - Accelerated payment process
 - Eliminated data entry headcount
 - Reduced cost

Dow Jones & Company Automates Subscription Processing

“Datacap Taskmaster Capture enables us to scan and capture critical customer information and quickly process our subscription orders.”

—Brian Gilmore, national manager of circulation service operations for Dow Jones



- Dow Jones' central processing center receives 8,000 subscription postcards a day – up to 50 different offers, each with its own layout
- Each card has a unique 11 digit code beginning with the letter B
- IBM Datacap Taskmaster Capture searches the document for the code, using intelligent location rules. With the number, Taskmaster retrieves the offer details associated with each card
- Taskmaster extracts name and address and length of subscription information and passes it for processing
- Detailed reporting in Taskmaster informs Dow Jones of its cash position at the end of each day

The Five Phases Of Capture

1. Scan And Store

Capture drives Scanners, provides Key From Image

2. Basic Recognition

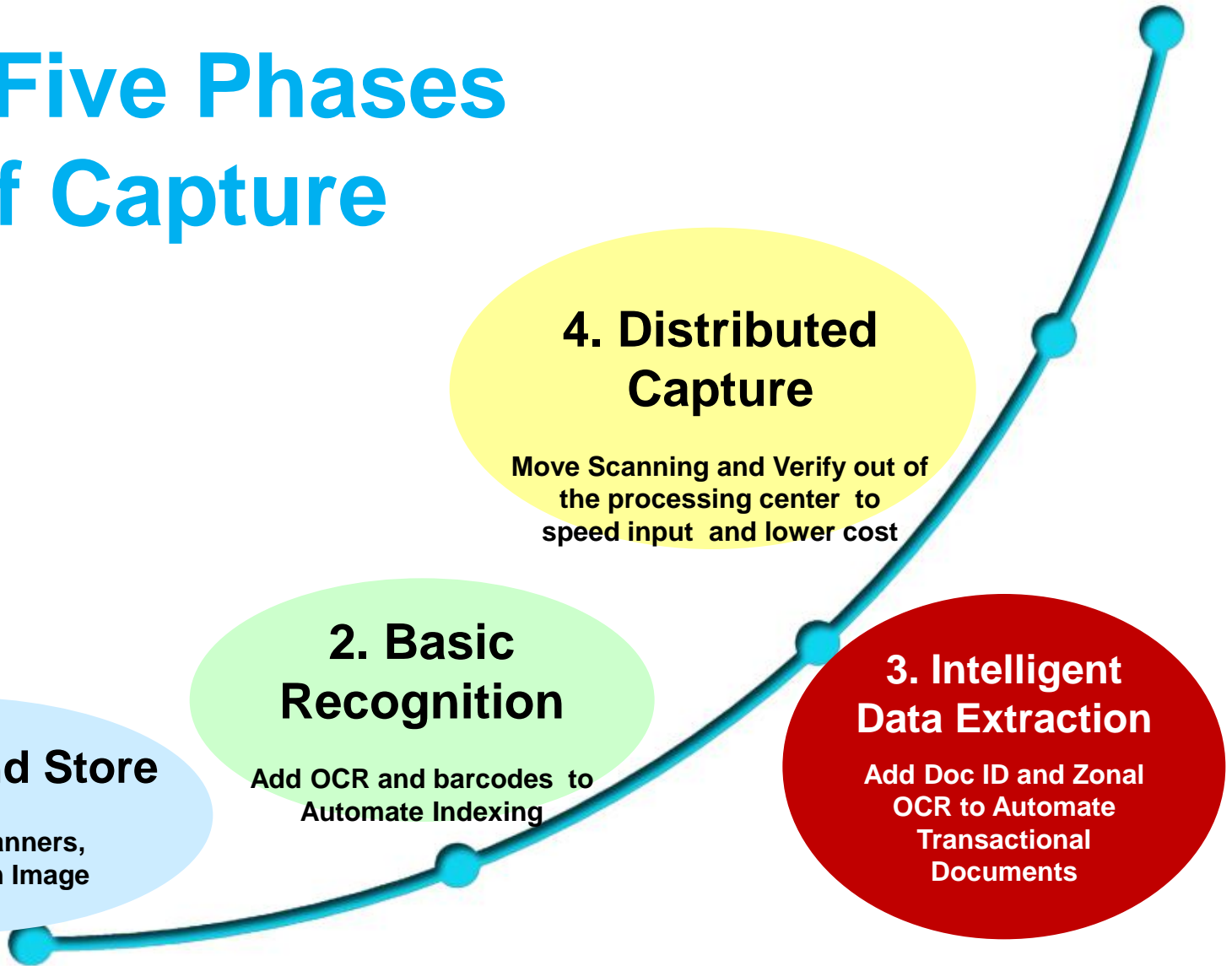
Add OCR and barcodes to Automate Indexing

4. Distributed Capture

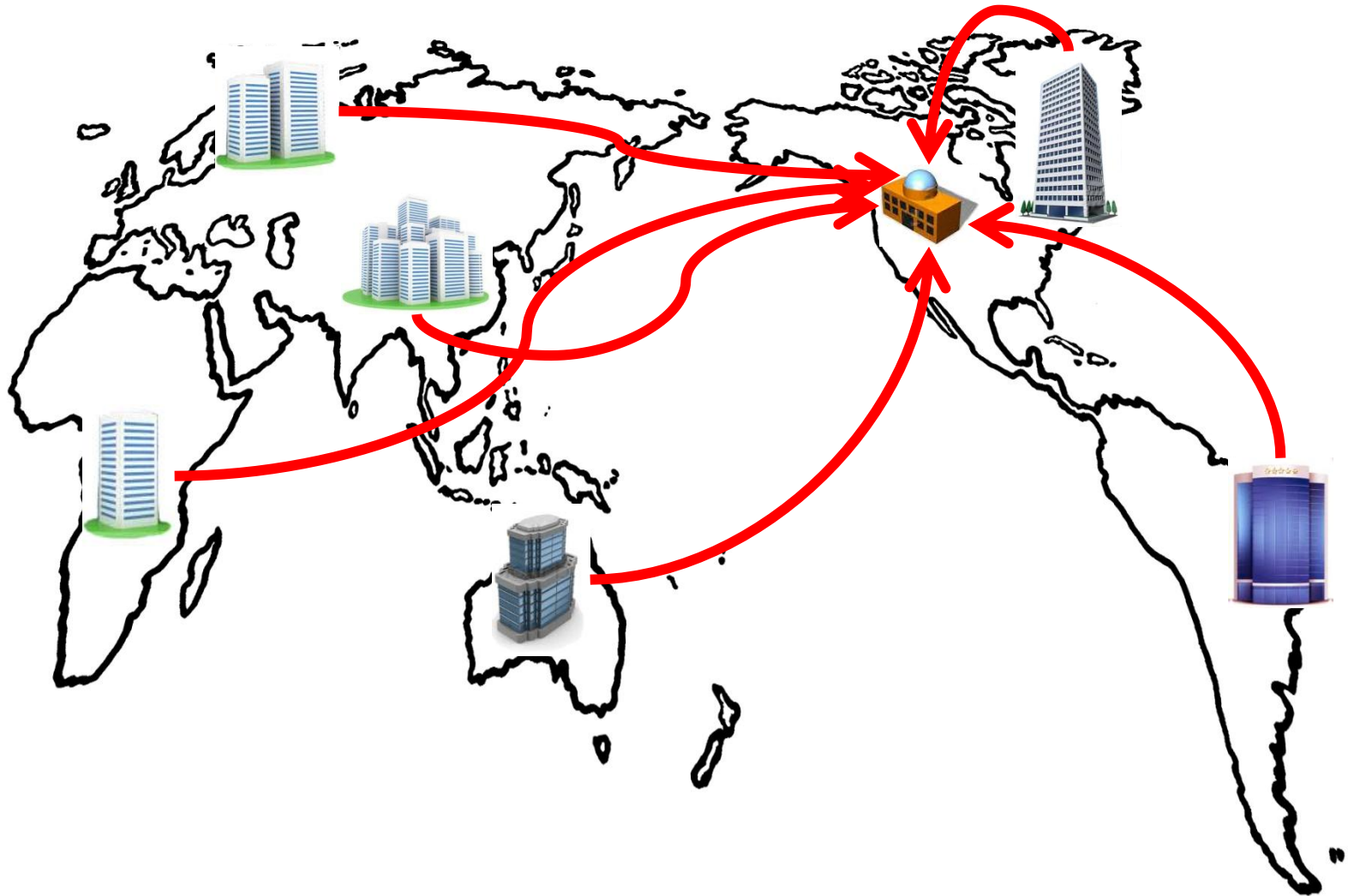
Move Scanning and Verify out of the processing center to speed input and lower cost

3. Intelligent Data Extraction

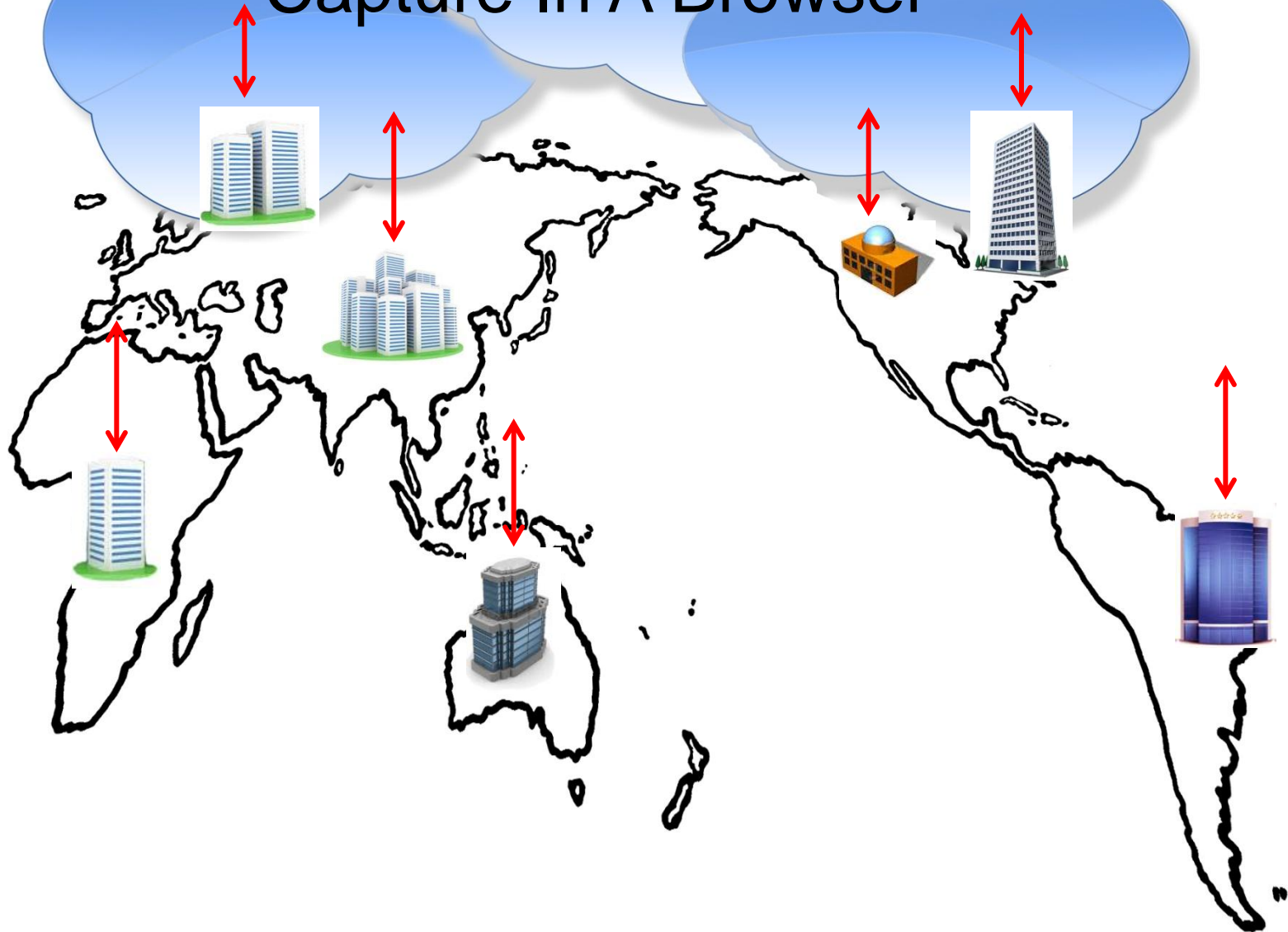
Add Doc ID and Zonal OCR to Automate Transactional Documents



Paper Documents Shipped To Processing Center



Capture In A Browser



Distributed Capture Benefits

- Cost Savings
 - Eliminate postage, overnight mail, presorting
 - Documents lost in transit
 - Move work to regions with lower wage rate
- Accelerate Processing Time
 - Immediate scanning and input
- Increase Accuracy
 - People who generate documents have better knowledge
- Project Management
 - Overflow and spikes in volume
 - Migration to new processes

Murphy Hoffman Company Eliminates Shipping Costs

“Now staff at headquarters isn’t waiting until paper arrives to perform their work. They always have work available.” – Imaging Manager, Midwestern Trucking Company



- 65 regional sales and service centers throughout the Midwest
- Installed 65 scanners and Datacap Taskmaster Capture for browser-based scanning
- Scan: Invoices, sales, lease and service documents are scanned as soon as they are generated
- Images uploaded to Kansas City headquarters for processing and storage
- Now documents are available immediately
- Staff at headquarters no longer wait for documents to arrive
- Document shipping expense eliminated
- Customer estimates savings at \$440,000 per year

Virginia Department of Taxation enables workers in low income areas

"We realized we could use the thin client to have at-home workers do data entry and verification of returns."

— Nancy Wilson, Virginia Tax's Manager of Automated Processing Systems

- Processing 1.5 million paper tax returns every year, scanned in Richmond processing center
- Each captured return is presented to a verify operator who confirms data accuracy and fixes low confidence characters when needed
- Virginia passed a law in 2008 to stimulate jobs in low income areas
- Virginia Tax distributes a percentage of tax returns to At-home workers in low income areas using Datacap Taskmaster Capture's browser-based verify panel
- Distributed capture helps Virginia deliver on its economic pledge and provides Virginia tax processing staff with maximum flexibility

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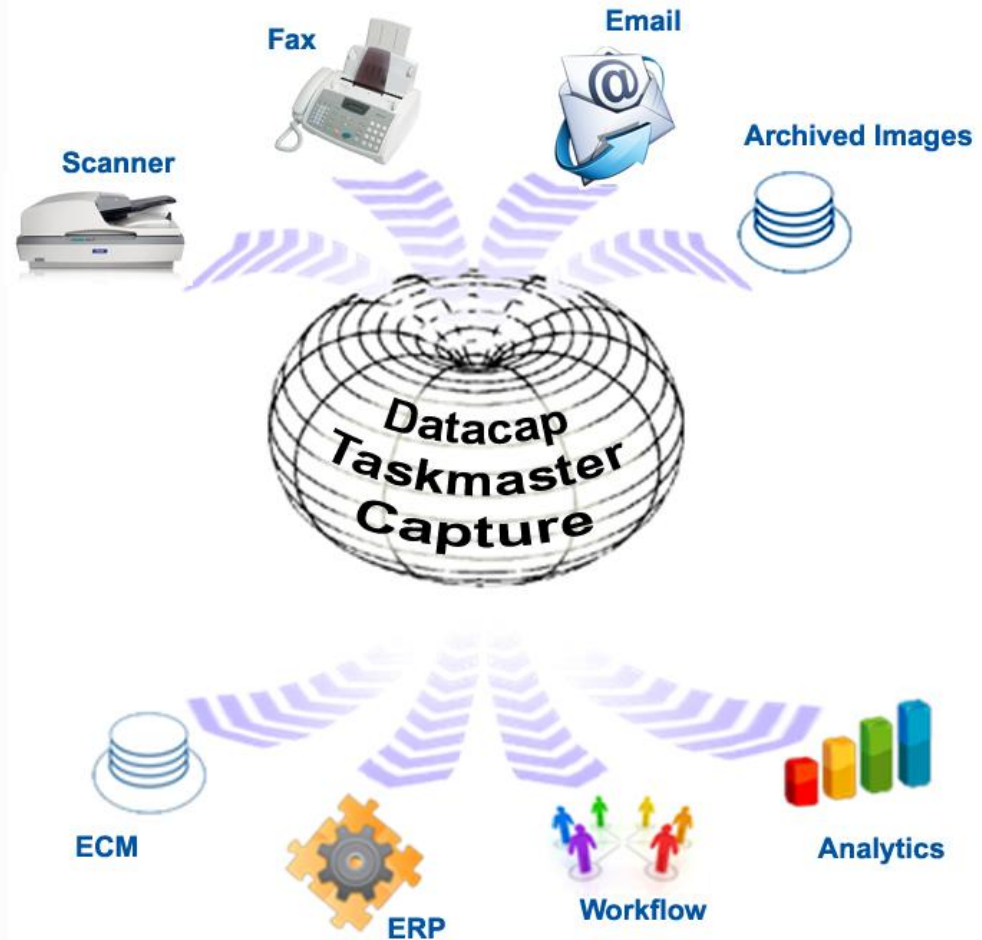
5. Enterprise Capture

Single solution for input of all documents from all locations – mailroom, department, branch, mobile , fax, email

Enterprise Capture

“Enterprise capture uses common software to capture and extract information from documents enterprise-wide, either for a single business function in multiple locations, or for multiple business functions across the enterprise” -

Harvey Spencer, “Business Empowerment Through Enterprise Capture”



BlueCross BlueShield Health Insurer Captures All Documents

"I can see us adding new documents to our capture portal for a very long time."

— Claims Manager, Major BCBS



- Purchased IBM Datacap Taskmaster Medical Claims Capture to automate input of 12,000 paper health claims a day
- Reduced labor by 50% and shrunk turnaround time
- Made a strategic decision to extend capture to other departments
- Began a process of adding one or two departments a year
- Now they are scanning 50,000 documents a day, including:
 - Contracts
 - Enrollments
 - Medical tests
 - Invoices
 - Human Resources
- Added remote scanning from 5 satellite offices
- Added fax capture
- Email and Electronic documents on

Global Logistics Company improves productivity and service

Represents the state of the art for capture today: capturing paper, fax and emails, distributed scanning from many different sites, with many rules-driven variations.

- 150,000 documents arriving every day from mail, fax, email - and piling up rapidly as company prepared customs paperwork for shipments
- Customs has many requirements for complete declaration at border crossing
- Deployed seven imaging applications enabling faster order processing with fewer errors
- Process ~600,000 pages per day in U.S. (~3,000 users) and expect to process ~4 million pages per day (~10,000 users) globally.
- Company is able to move more shipments across borders with 30% less resources
 - Reduced lost documents and data errors
 - Improved cycle times and accuracy



IBM Datacap Taskmaster Capture

The Enterprise Capture Platform

Datacap Capture Community Perception

	AnyDoc Software OCR for AnyDoc	Autonomy Cardiff Teleform	Brainware Distiller	IBM FileNet ADR	IBM DataCap Taskmaster	Kofax Transformation Modules	ReadSoft FORMS	ReadSoft INVOICES	Top Image Systems eFLOW
Ease of Use	3.8	3.8	4.0	3.8	4.1	3.8	4.0	4	4
Ease of Roll Out/Scalability	3.7	3.8	4	3.8	4	3.8	3.8	3.8	4
Ease of Configuration/Customization	3.8	3.8	4.0	3.8	4.2	3.8	3.8	3.8	3.8
Security	3.8	3.8	4.0	4	4.3	3.8	4.0	3.8	4.0
Strategy	3.8	3.8	4.0	3.8	4.7	3.8	3.8	3.8	4.0
Stability/Bugs	3.8	3.8	4.0	3.8	4.2	3.8	4	3.8	3.8
Integration	3.8	3.8	4.0	3.8	4.3	3.8	4	4	4
Community and Channel	3	3.8	3.8	3.8	3.9	3.8	3.8	3.8	3.8
Support/Maintenance	3.8	3.8	4.0	3.8	4.2	3.8	3.8	3.8	3.8
Value for Money	4	3.8	4.0	3.8	4.3	3.8	3.8	3.8	4
Standards	3.8	3.8	4.0	3.8	4.3	3.8	4	4	3.8
Application Development	3.8	3.8	4.0	3.8	4.2	3.8	3.8	4	4.0

In the 2011 AIIM Capture Software Product Study, no product scored higher than IBM Datacap Taskmaster Capture – well above Kofax and EMC Captiva

IBM Datacap Taskmaster Capture 8.01

- **Built for Production Document Capture**
 - Central (corporate or mailroom-type)
 - Department
 - Remote Branch
- **Integrated Architecture**
 - Network and web-based clients have same functionality
 - Enterprise-ready scalability
- **User based pricing** (not per image or per click)
- **Network and Web-based monitoring, reporting and administration**
- **Extensive Capture Capabilities:**
 - Input from scan, fax, email, archive
 - Document Classification by many methods
 - Typed, handprint, checkbox, bar code recognition
 - Automated validations
 - Export formatting – IBM ECM standard
- **Rules orchestration of capture functions**
 - Point and click interface to configure advanced solutions

- Accounts Payable
- Claims Processing
- Healthcare
- Insurance
- Government
- Financial Services
- Transportation
- Manufacturing

Browser-Based Scan Panel

Thick Client Scan Panel

Browser-Based Verify Screen

Thick Client Verify Screen

Administrator Job Monitor

Rulerunner Service



Image Cleanup



Document ID



Classify



Redaction



ICR



OCR



OMR



Barcode



Database Lookups



Math Calculations



Business Rules

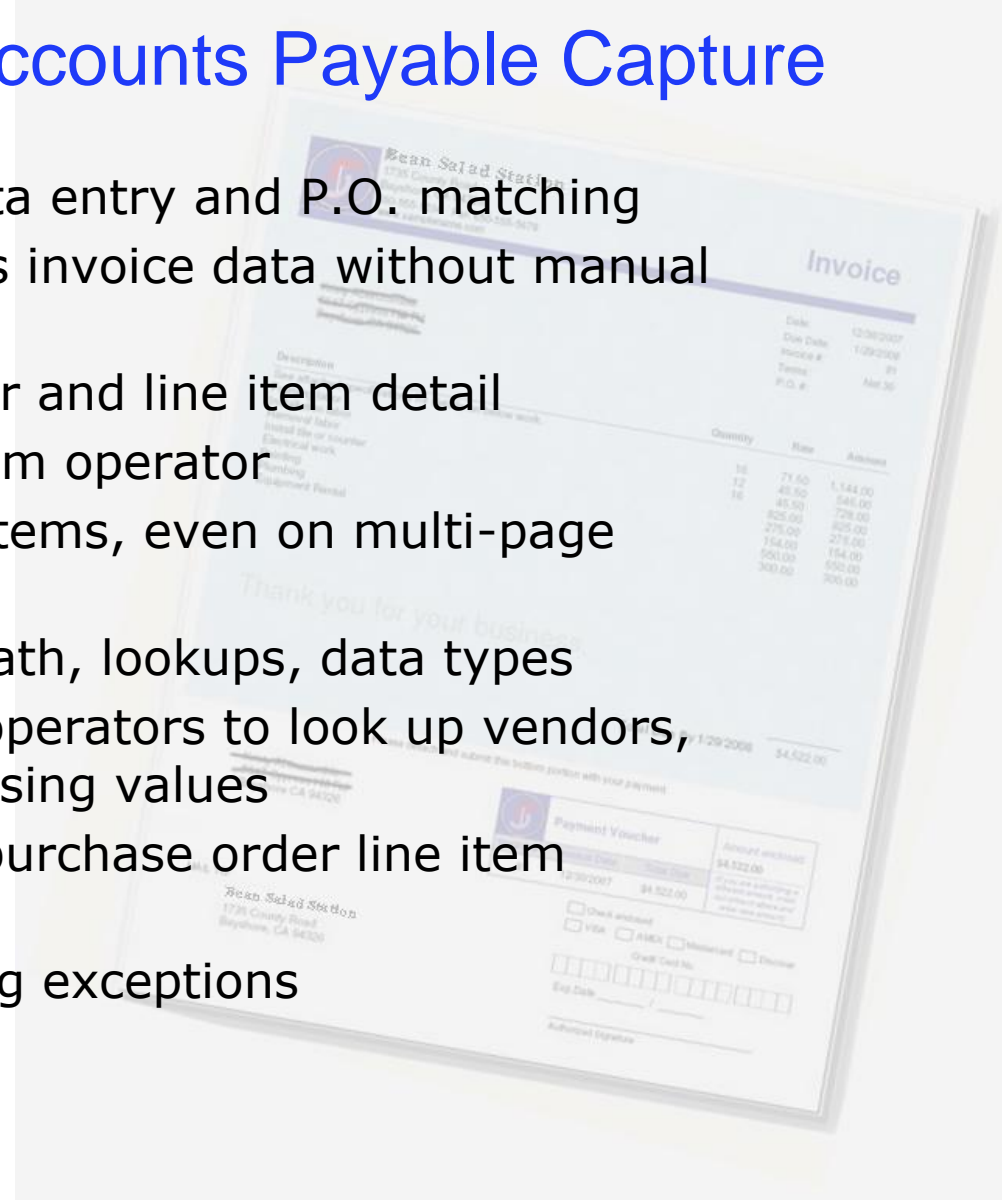


Export Formatting



Datacap Taskmaster Accounts Payable Capture

- Preconfigured for invoice data entry and P.O. matching
- Captures, verifies and routes invoice data without manual data entry
- Extract data including header and line item detail
- Learns new invoice types from operator
- Accurately captures all line items, even on multi-page invoices
- Validation rules on dates, math, lookups, data types
- Active verify panel enables operators to look up vendors, add line items, calculate missing values
- Aids three-way match with purchase order line item reconciliation
- Send to operator for handling exceptions

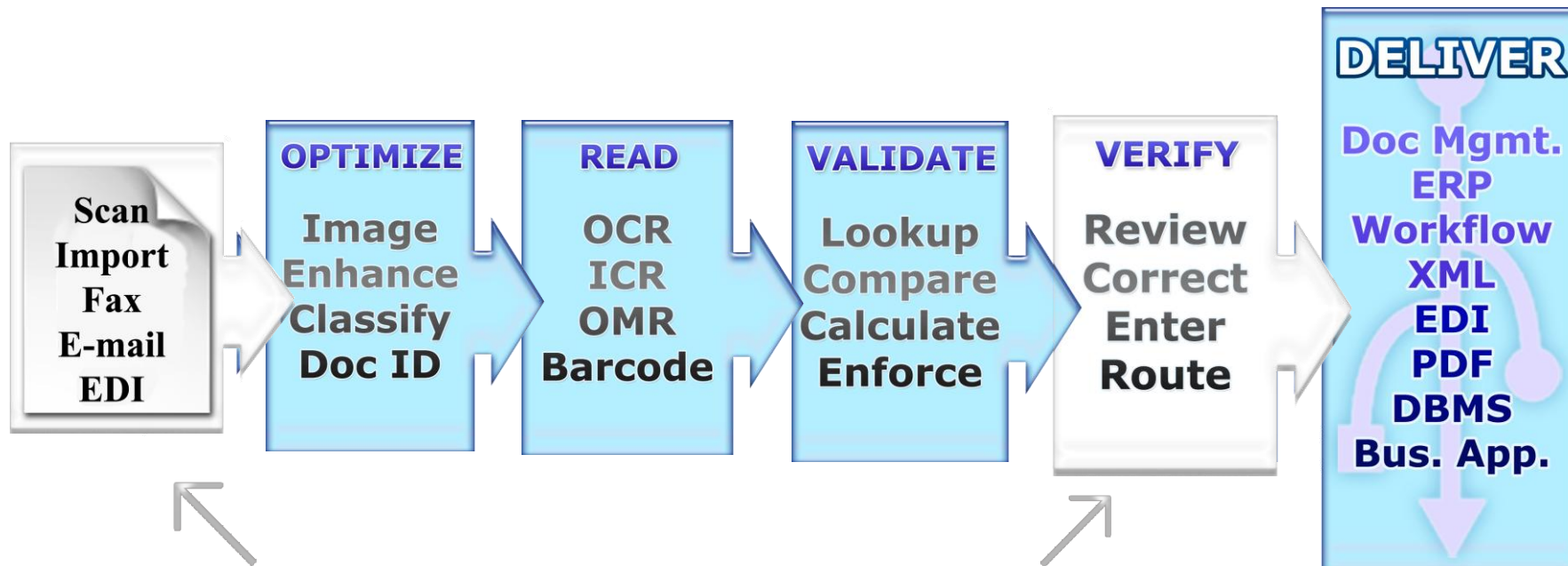


Datacap Taskmaster Medical Claim Capture

- Capture CMS 1500 medical claims and UB-04 institutional claims
 - Preconfigured capture for 100% of fields on the CMS 1500 (aka “Professional”)
 - Complete capture of all fields on the UB-04 claim (aka “Institutional”)
 - Plus attachments
- Thin Web and thick Windows clients
- Support for black claims
- Validations
 - Lookups – i.e. Match diagnosis and CPT codes
 - Business rules
 - Math calculations
 - HIPAA compliant 837 EDI output
- Claim scanning, verification and application administration and reporting

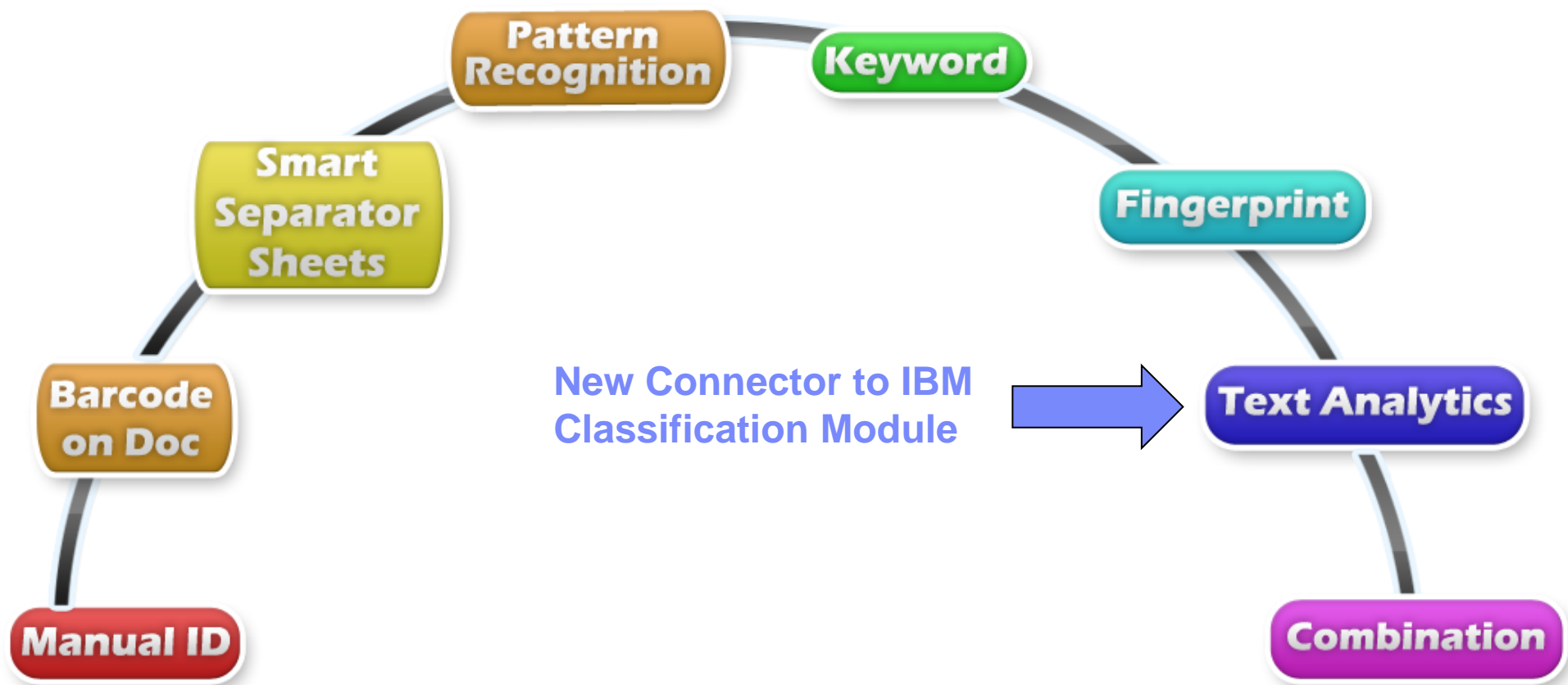


Datacap Process



Taskmaster Web

Taskmaster Capture Classification Spectrum



Rich verify environment

Database lookups

Full Document Image

Image and data snippets

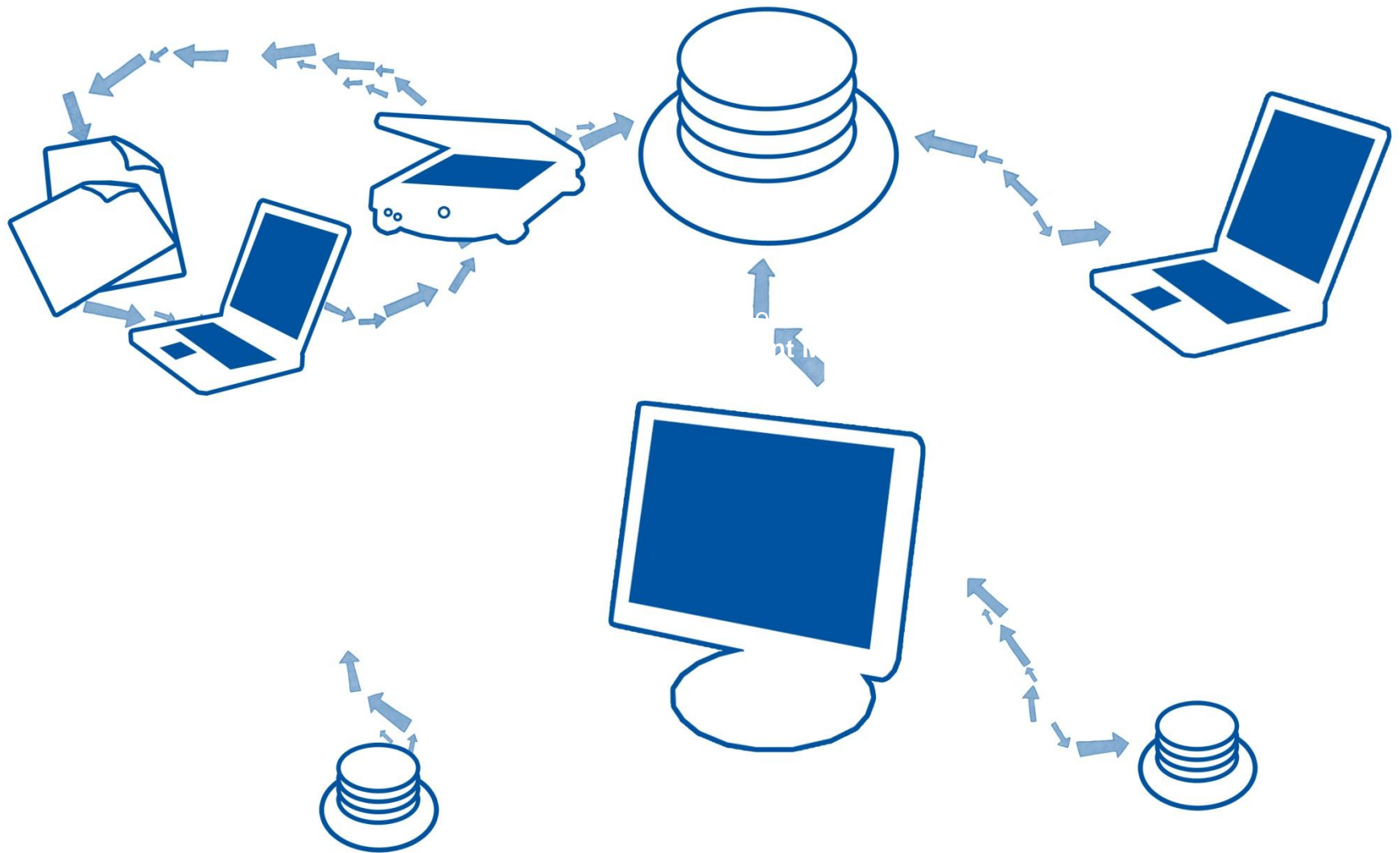
Line Item Snippets

Line Items in spreadsheet format

The screenshot displays a software application window titled "Verify - Batch Pilot". The interface is divided into several sections:

- Form Section (Left):** Contains fields for document details. A "Lookup Vendor" button is highlighted with a red arrow. Below it, a form shows "Remittance_Zip" (80202-4628), "Invoice_Date" (02/26/07), and "Invoice_Total" (1551.39). A "Details 1(1)" section shows "Lineitem 1(7)" with "ItemID" 201, "Qty" 10, "ItemDesc" "Trucking - Ticket 138432", "Price" 70.00, and "LineTotal" 700.00.
- Image View (Right):** Displays a scanned invoice from "JWS of Colorado, Inc." with a table of line items. A red arrow points to the "Full Document Image" label.
- Spreadsheet (Bottom Right):** A window titled "APT Details.xls" shows the line items from the invoice in a spreadsheet format. A red arrow points to the "Line Items in spreadsheet format" label.
- Summary (Bottom):** A summary table with fields for Tax (77.39), Shipping (0.00), LineItem Total (1471), SubTotal (1551.39), Invoice Total (1551.39), and Balance (0.00).

Production Imaging Edition – The Total Imaging



Recognizing the Signs of Opportunity

Which describes your organization?



An organization struggling with high volumes of paper and or remote capture needs



An organization with significant data entry



An organization seeking a rapid ROI

Q & A