



## Document Alchemy

Capture Documents From Anywhere  
and Create Business Value

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## Documents contain key business information

### Banking

- Account opening
- Lending applications
- Investment reports
- Regulatory & Compliance

### Government

- Benefits management
- Social services
- Permits and licenses
- Program enrollment
- Records Management

### Insurance

- Claims Processing
- Underwriting
- Enrollment
- Appraisals
- Investigations

### Healthcare

- Medical claims
- Patient Onboarding and discharge
- Prescription Processing
- Health record

### Energy & Utilities

- Account Opening
- Permits & Planning
- Correspondence
- Applications
- Regulatory & Compliance

### Cross Industry

- Accounts Payable
- Invoice processing
- Human resources
- Licensing & Certification

# Citizen, Customer and Employee Onboarding





# Businesses still struggle to extract information from documents

19%

Report an increase in the amount of paper they process annually

42%

Describe their biggest content problem is dealing with multiple unstructured inputs and connecting them to key systems

13%

Process electronic documents like PDF by printing – and then scanning them back in.



# What is slowing your business down?



# What is slowing your business down?



**Forward-  
looking  
companies**  
are pushing  
document  
capture to the  
edge of the  
enterprise





## Distributed Capture

Attacking business problems at the source has benefits



### Engage

business processes and response to customer requests by automating data extraction from documents



### Digitize

paper at the point of origination. Reducing manual paper handling results in major cost savings.



### Accelerate

customers and employees effectively, immediately and over their preferred communication channel





# IBM Datacap

Extracting value from business documents



Multichannel capture—across mobile devices, scanners, email, fax—is the first step



Automated Document Identification, Data Extraction and Classification for fast & accurate document processing



Deliver business information quickly to workers and business processes to provide better customer service and improve competitiveness

## Datacap Mobile Capture

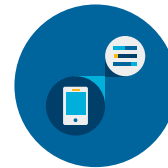
Respond to elevated expectations and create value out of immediacy



Capture and process documents from anywhere on any device



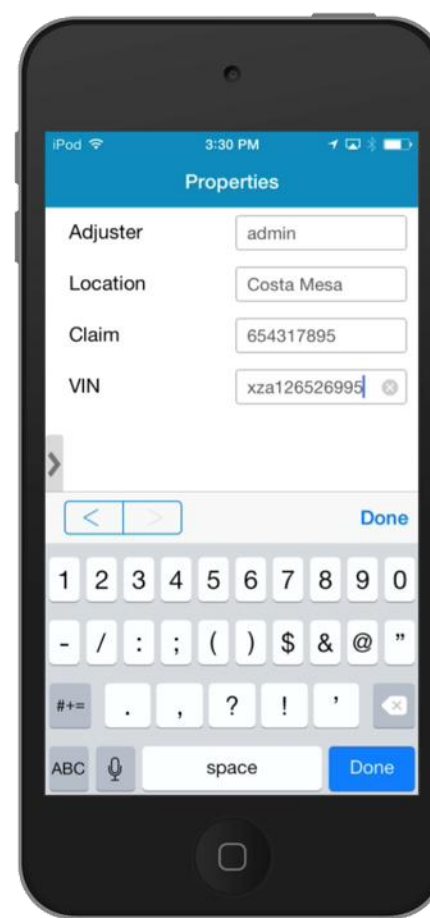
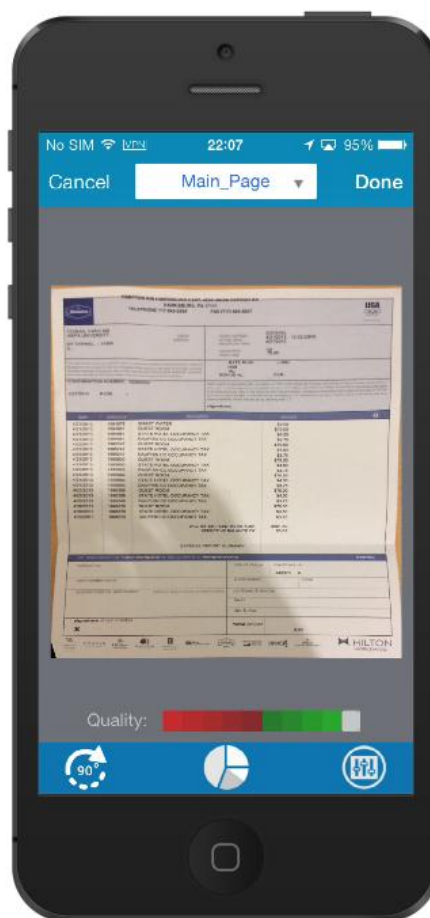
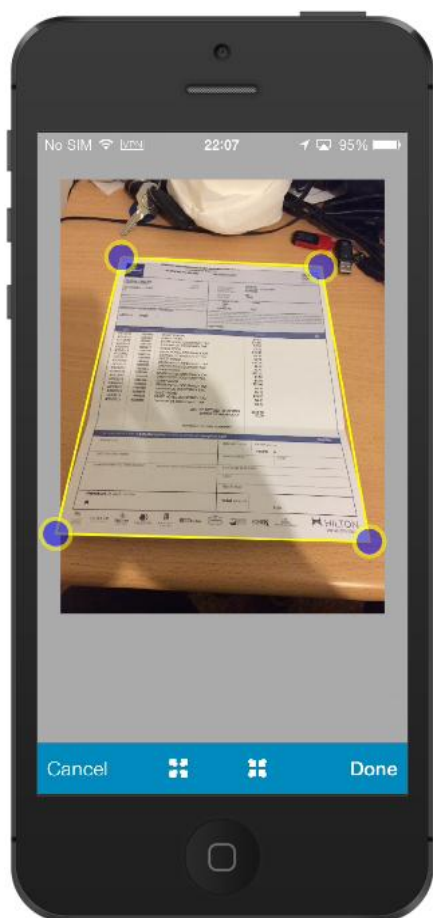
Easily and effectively tailor interactions to the individual user



Securely upload into business applications and document repositories

## Snap and Submit Documents On-the-Go

Automatic edge detection, quality control and on device indexing



## Secure distributed capture with common, easy-to-use devices







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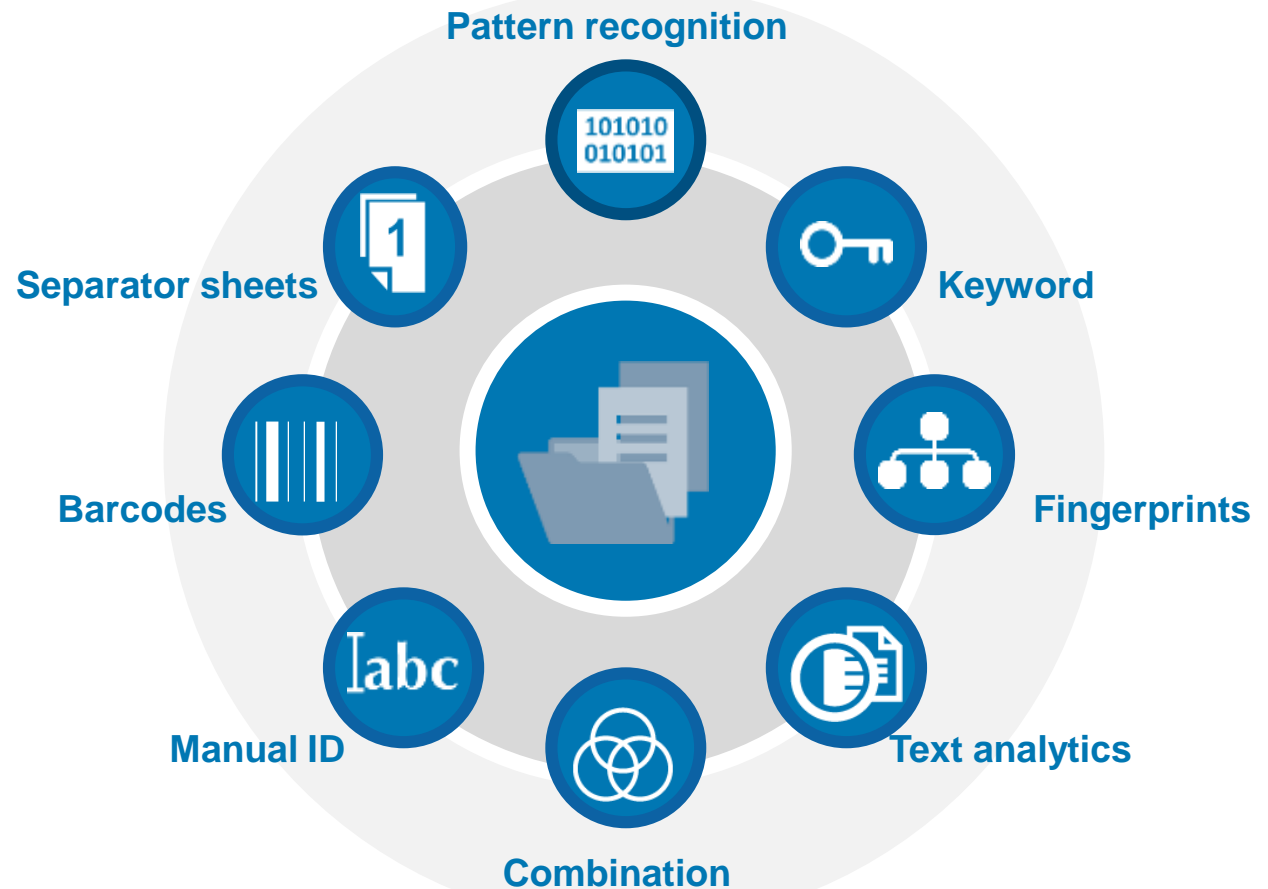
Deliver business information quickly to workers and business processes to provide better customer service and improve competitiveness

## Automatically Identify & Classify Documents

IBM Datacap offers multiple methods for document classification

Apply one or more method to identify and classify incoming documents.

Then, automatically apply business rules with the goal of accurate, hands off & straight through processing



## Automatically Identify & Classify Documents

Optical character recognition for more accurate data extraction

**Xin Cube Inc**  
380 Francisco St  
San Francisco  
CA 94133  
US

**Invoice**  
Invoice No: INV10100005  
Date: 19-Oct-2010

Vendor name & info

Invoice number & date

**Bill To John**  
Synex Inc  
128 AA Junita Ave  
Glendora  
CA 91740 US

**Ship To John**  
Synex Inc  
128 AA Junita Ave  
Glendora  
CA 91740 US

Phone:                      Fax:                      Phone:                      Fax:

Sales Person	Order No	Shipping Date	Shipping Terms	Terms	Currency Code
Charles Wooten		19-Oct-2010		30 Days	USD

Qty	ID	SKU / Description	Unit Price	Amount
6.00	PS-V860.05	AMD Athlon X2DC-7450, 2.4GHz/1GB/160GB/SMP-DVD/VB	580.00	3,480.00
4.00	PS-V880.37	PDC-E5300 - 2.6GHz/1GB/320GB/SMP-DVD/FDD/VB	645.00	2,580.00
10.00	LC-V890.02	LG 18.5" WLCD	230.00	2,300.00
1.00	HP-Q754.71	HP LaserJet 5200	1,100.00	1,100.00

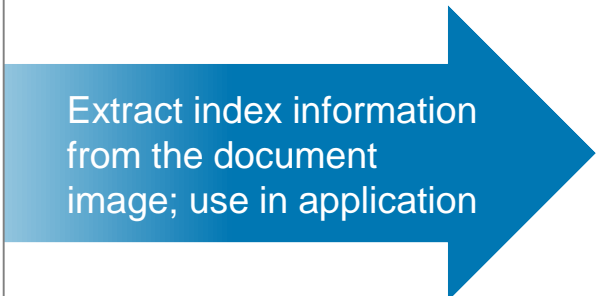
Line items

Sub Total	Discount	Shipping	Total
9460.00	0.00	0.00	9933.00
<b>GST</b>			<b>Deposit</b>
473.00	0.00	0.00	0.00
			<b>Amount Due</b>
			9933.00

Amounts

Note:  
Thanks for you business!

Page : 1 / 1



Extract index information from the document image; use in application

Populate business systems with key data



- Enterprise resource planning
- Accounting system
- Customer resource management

- Workflow
- Adjudication
- Order processing
- Business intelligence

## Automatically Extract Important Information

Apply to information types that are important to YOUR business

The screenshot displays the IBM Content Navigator interface for document analysis. The top navigation bar includes 'Job Monitor' and 'Verify' tabs, along with various action buttons like 'Submit', 'Hold', and 'Run Validations'. The main content area is divided into an 'Image Viewer' on the left and 'Field Details' on the right. The 'Image Viewer' shows a scanned check with handwritten text. The 'Field Details' section provides structured data extracted from the document, including handwritten amounts, MICR lines, and a signature verification area.

**Field Details**

Courtesy_Amount_Numeric	Legal_Amount_Numeric
9.00	Nine pounds only
9.00	9.00

**Handwriting**

MICR

⑈018190⑈ 998877⑈ 98765438⑈

C018190C99D8877A98765438C

Cheque_Number_MICR	SortCode_MICR	Account_Number_MICR
018190	998877	98765438

Signed

Miss J Doe

**Signature Verification**

Passed

No

Yes





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## The Right Information to the Right Place. Quickly. Accurately. Automatically.

Images and information are delivered in context to Case Management, ERP, HR and other systems.

Supports IBM and other content repositories.

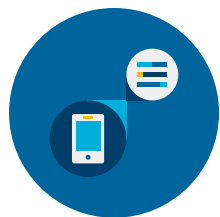
The screenshot displays a SharePoint 'Browse' page for 'Focus Corporation'. The page title is 'Browse (IBM Content Navigator)'. A search bar is located in the top right corner. Below the navigation pane, there is a table of documents under the 'Contracts' folder.

Name	Size	Modified By	Modified On	Major Version
Contract Agreement 21-11345	90KB	jdunn	10/15/2013, 12:03 PM	1
Contract for Lease 21-11345	100KB	jdunn	10/10/2014, 2:03 PM	1
Services Contract 21-11345	720KB	chall	09/20/2014, 2:25 PM	1
Partnership Agreement 21-11345	110KB	psmall	07/25/2014, 10:00 AM	1

Below the table, there is a form with a 'Gross Wages' field containing the value '2,563.33'. A 'System Properties' section is also visible. The bottom of the page shows a status bar with 'Trusted sites | Protected Mode: Off | 100%'.

## Capture, Activate and Engage with IBM Mobile ECM Capabilities

**Smarter Content, Smarter People.** When you need it, it's there.



### Access Content

Synch content for offline access, browse folders, search and edit documents



### Case Management

Participate in cases everywhere, take advantage of mobile location services, no change required to existing desktop solution



### Document Capture

Use common devices to capture documents and forms, perform image correction and OCR, classify and store

## The clear market leader in Enterprise Content Management

“ A growing opportunity for IBM lies in building smarter ECM infrastructures. These industry initiatives span enterprises and ecosystems. ”

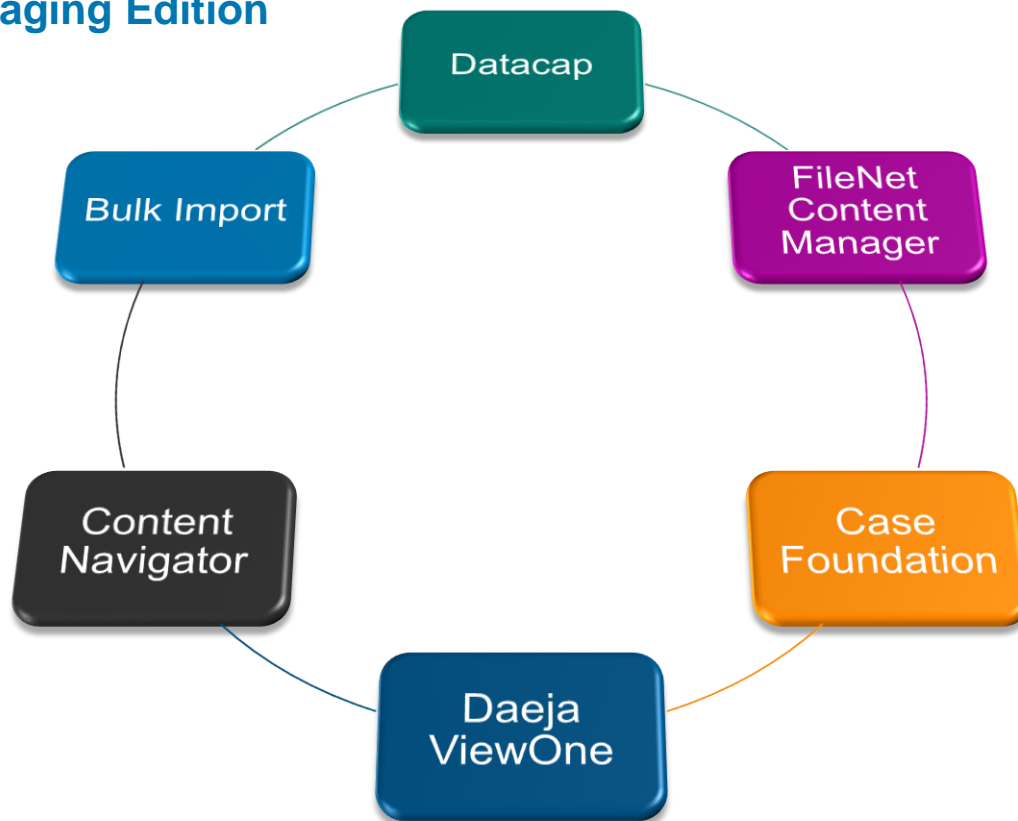


Source: Gartner, Magic Quadrant for Enterprise Content Management, September 2014



Providing all the components required for an Advanced Imaging solution within a single vendor offering

## IBM Production Imaging Edition



## The Next Generation of Capture with IBM Datacap



Ongoing deliveries of new functions & capabilities through 2015



### **Accelerating Mobile.**

Capturing documents from anywhere, with any device



### **Transactional Capture.**

Integration of capture and document processing as services in line with business processes or applications



### **Cognitive Capture.**

Identifying, understanding and unlocking the business value contained in free-form documents.

# Understanding Content In Context

**TRUTH-IN-LENDING DISCLOSURE STATEMENT**

Enter Company Name in Global Defaults  
 123 Any Street  
 This City, WA 98002

Loan Number: LH-1234  
 Preliminary  Final

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
8.886 %	\$ 152,985.72	\$ 91,870.17	\$ 244,855.89

**PAYMENT SCHEDULE:**

Number of Payments	P & I	Mortgage Insurance (range)	Payments are Due
1-269	687.58	35.63	May 1, 2003
270	47,756.90		October 1, 2003

Special comments for the TL can go here.

**VARIABLE RATE:**  
 This transaction is subject to a variable rate feature. Variable Rate disclosures have been provided at an earlier time.

**DEMAND FEATURE:**  
 This obligation is payable on demand.  
 The disclosures are based on an assumed maturity of one year.

**SECURITY:**  
 You are giving a security interest in the property located at:  
 123 Any Street, Seattle, WA 98122

**INSURANCE:**  
 You may obtain property insurance from anyone acceptable to the Lender.

**FILING / RECORDING FEES:** \$ 25.00

**LATE CHARGE:**  
 If your payment is more than \_\_\_\_\_ days late, you will pay a late charge of \_\_\_\_\_ % of the overdue payment.

**PREPAYMENT:**  
 If you pay off your loan early, you \_\_\_\_\_  
 may have to pay a penalty.  
 may not have to pay a penalty.  
 will not be entitled to a refund of part of the finance charge.

**ASSUMPTION:**  
 Someone buying your dwelling  
 cannot assume the remaining balance due under the original mortgage terms.  
 may assume, subject to lender's conditions, the remaining balance due under original mortgage terms.

Special comments for the TL can go here.

See your contract documents for any additional information about prepayment, default, any required prepayment in full before the scheduled prepayment refunds and penalties and creditor's policy regarding assumption of the obligation.

Please refer to the "Good Faith Estimate" for an Itemization of Amounts Disclosed.

Applicant: JOHN H. SAMPLE Date: \_\_\_\_\_ Applicant: JANE W. SAMPLE Date: \_\_\_\_\_  
 Applicant: \_\_\_\_\_ Date: \_\_\_\_\_ Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Form by MC Services (08/2007) 7175

**TITLE**

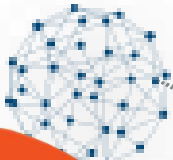
**TRUTH-IN-LENDING DISCLOSURE STATEMENT**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
8.886 %	\$ 152,985.72	\$ 91,870.17	\$ 244,855.89

**TABLE  
BOLDDED FONTS  
BOLDDED LINES**

**STRUCTURED  
BOLDDED FONTS  
ALIGNED**

**UNSTRUCTURED  
BOLDDED FONTS  
BULLETS**









“

Improves the timeliness rate for issuing certain benefits by **31 percentage** points. More than **90 percent** of cases are processed within the same day.

”

### Faster Case Resolution

With automated document processing and process control that identifies missing information

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### Improved Compliance

With complete audit trails and direct access for process auditors to all case files, elimination of locally stored information and reduces fraudulent claims

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### Universal Access

To citizen record from any branch office eliminates shipping paper, delays in process and lost or misfiled documents

## Union Bank



“ *Now we can use a document to start a process and the IBM Case Manager workflow modeling capabilities put control in the hands of the business.*

”

– Albert Pena, Vice President of Bank Operations  
Union Bank, N.A.

### 70% ROI

within 18 months of implementing document capture

### Days to minutes

reduction in process speed with virtually 360-degree customer view

### Months to weeks

in time saved deploying new workflow-automation applications

## Move your organization to the next generation of capture with IBM Datacap



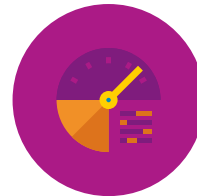
### Engage

Communicate with customers effectively, immediately and over their preferred channel



### Digitize

Reducing manual processing results in major cost savings



### Accelerate

Faster cycle times thrill customers, help the bottom line

