

Enterprise Content Management 2012

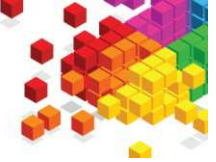
UserNet Forum - Istanbul



Datacap Taskmaster Capture Update

**David Jenness, IBM ECM,
Document Imaging and
Capture**





Master The Big Picture

- Smarter Document Capture with **Datacap Taskmaster**
- Active Document Imaging with **Production Imaging Edition**









The Document Automation Evolution

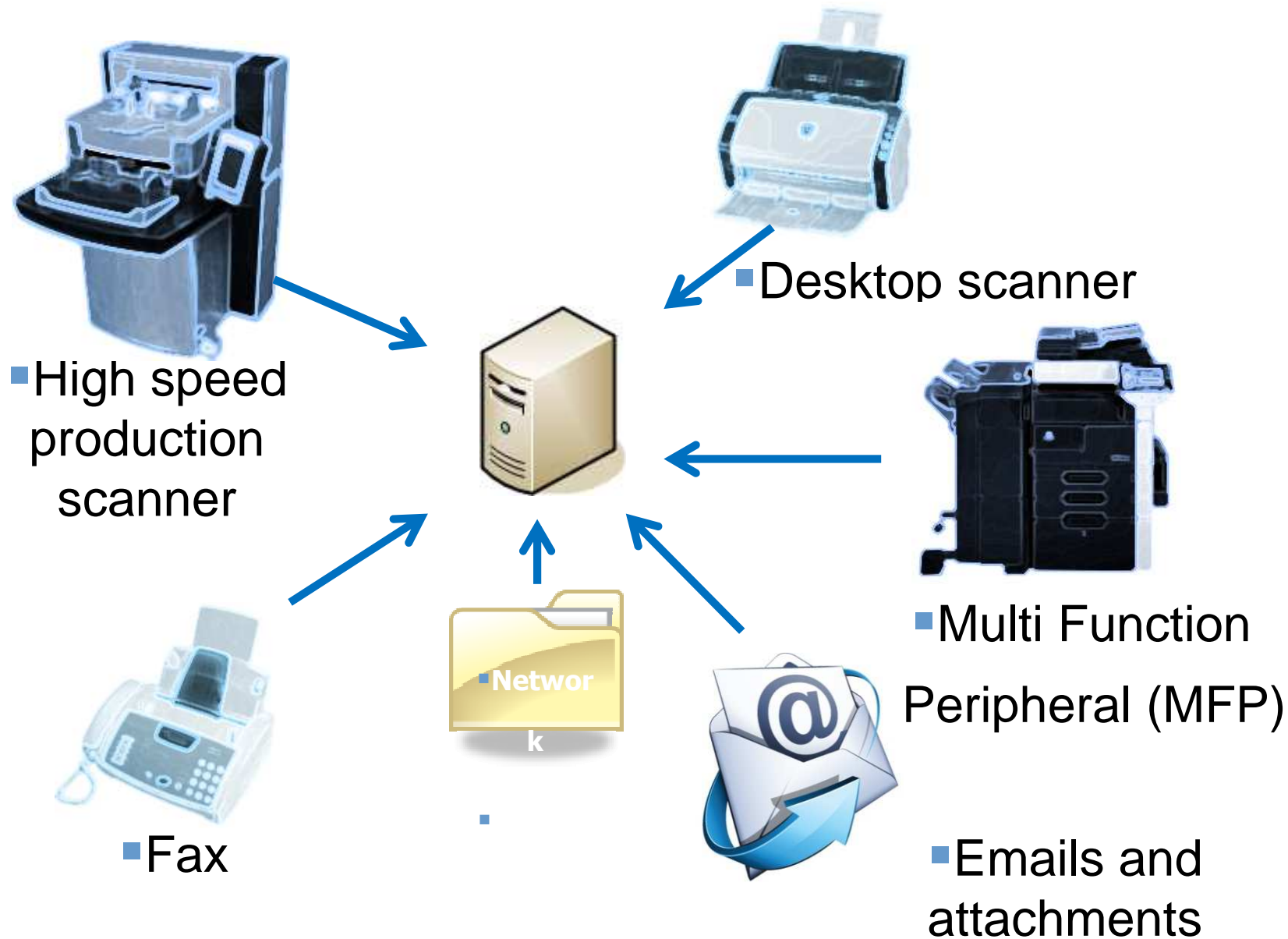
The Document Touchpoints:

- Arrival and Batch Creation
- Document ID and Sorting
- Data Entry
- Validations
- Routing

Today, every one of these steps can be automated.




It starts with Multi-Channel Input





Optical Character Recognition (OCR)



LINDERER PRINTING COMPANY

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

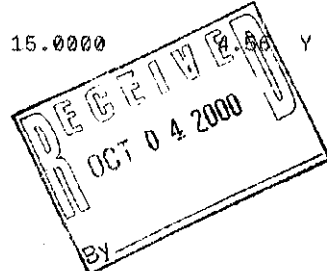
- Vendor ID lookup
- Vendor name

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

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
Discount	0.80	Sls Tax	0.41
		Total	4.97

Recd Balance	4.97
Change	

- Total

Four And 97/100

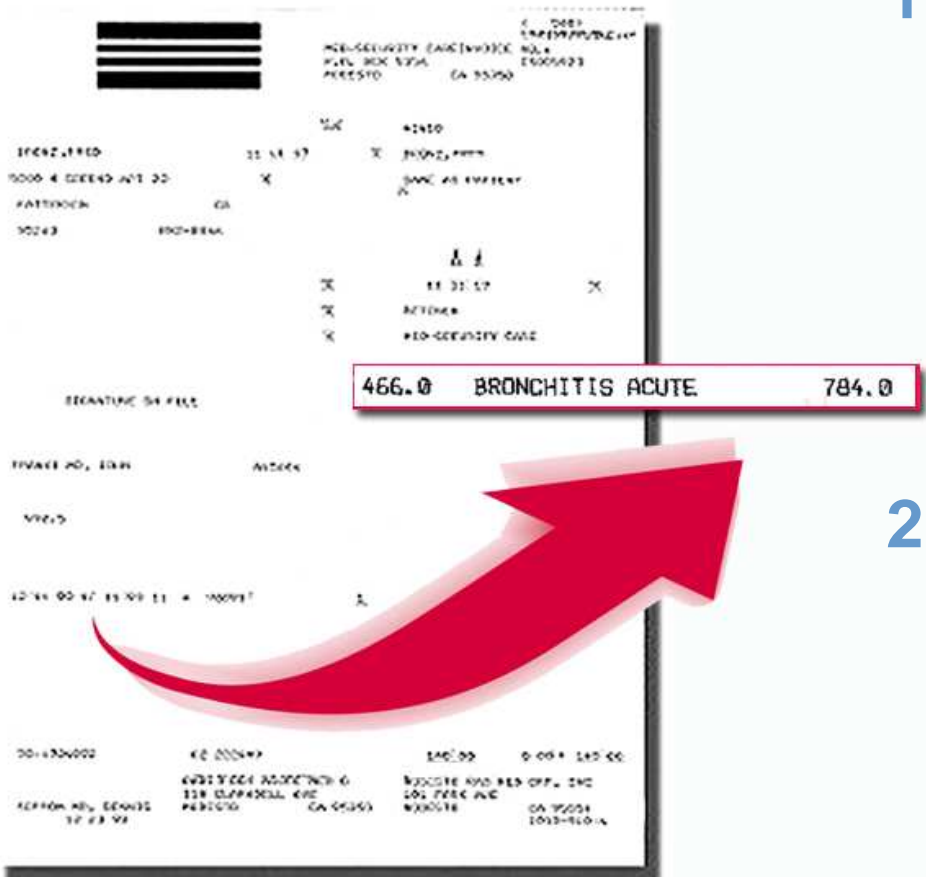
X X
X
X X *Amber Durney*

*** 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

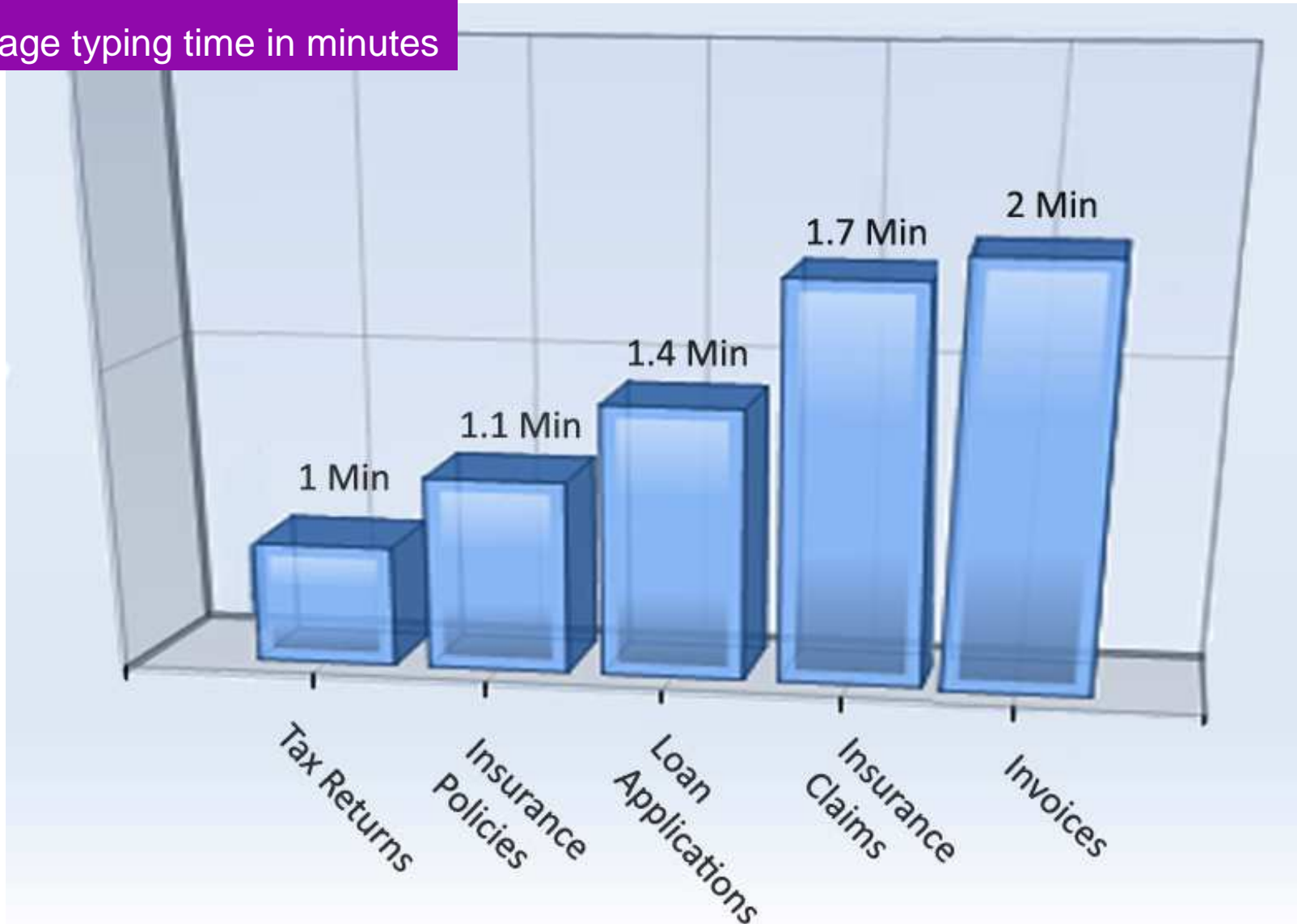
2. Populate Business Systems with Key Data

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



Data Entry Time Spent Per Document

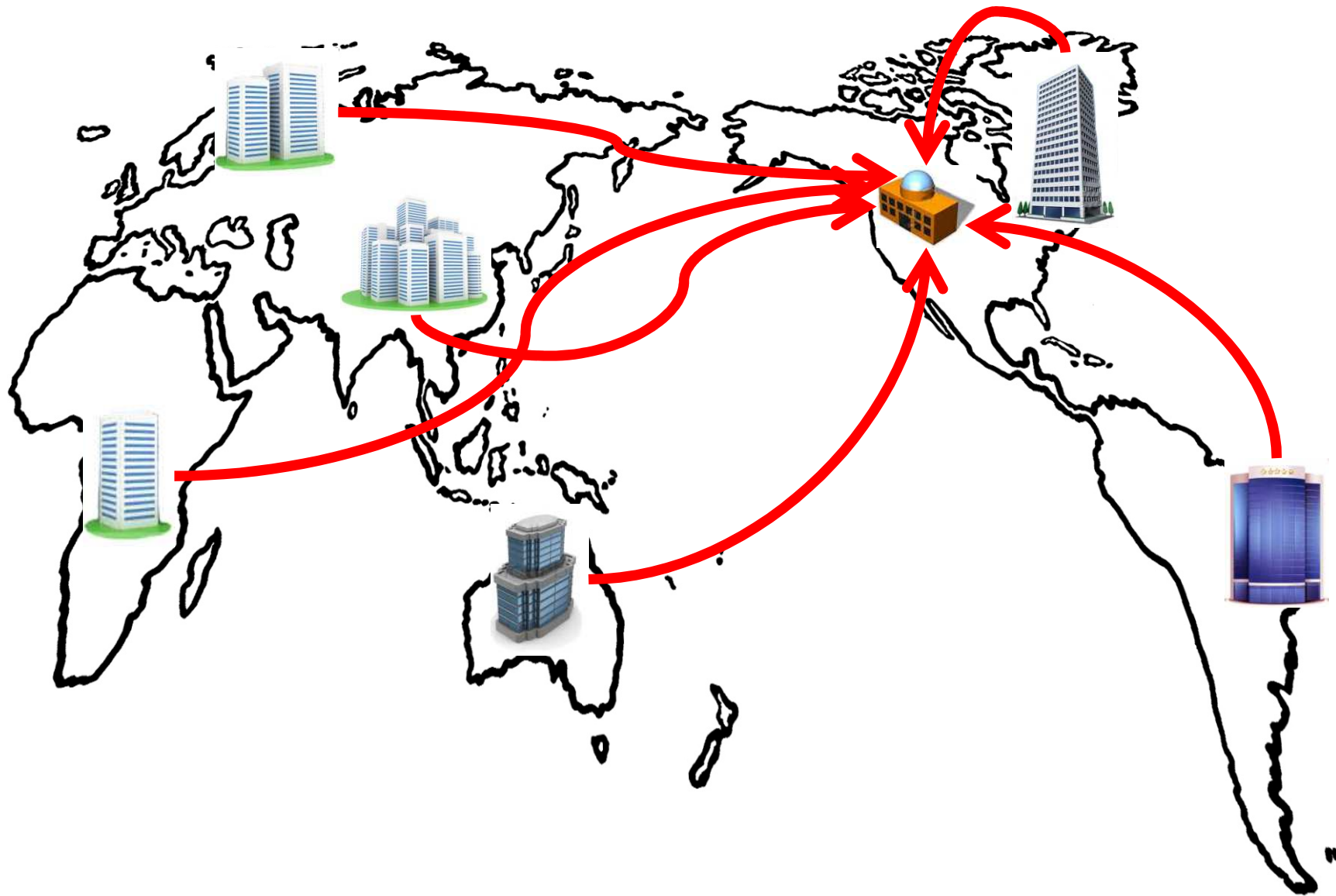
■ Average typing time in minutes



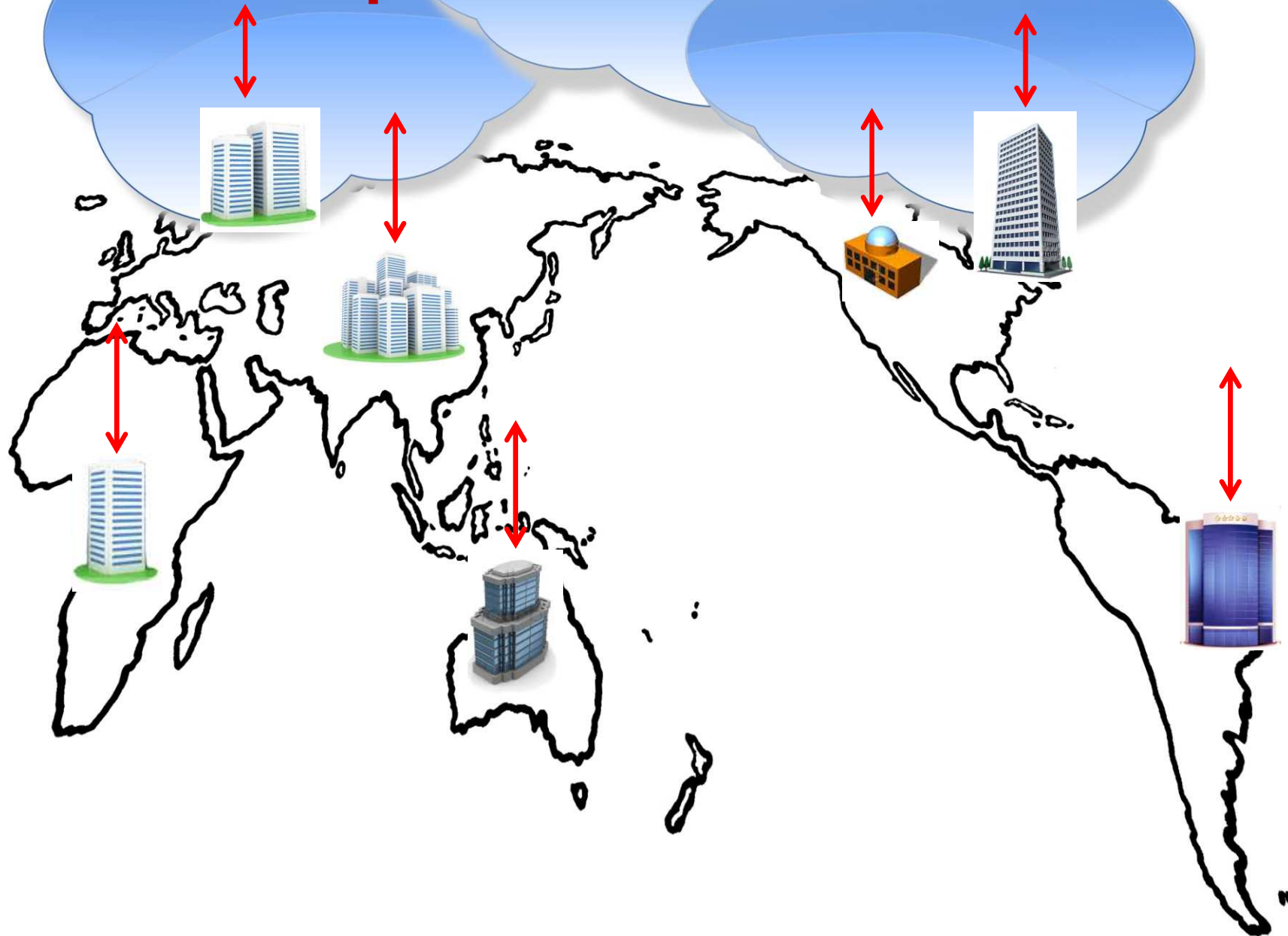
■

Sources: Health Data Management, IOMA, Datacap

Paper Documents Shipped To Processing Center

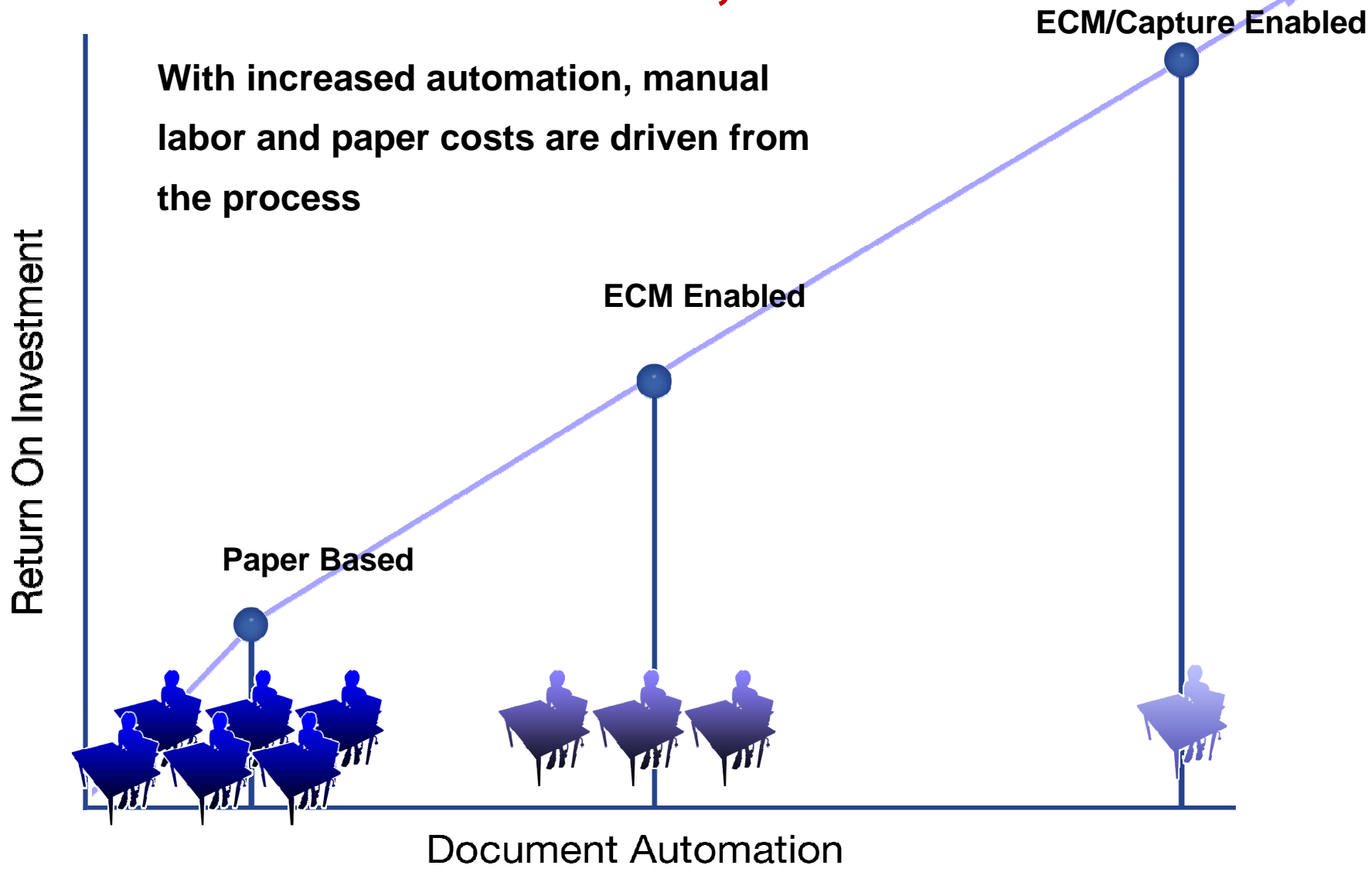


Capture In A Browser





As Automation Increases, ROI Rises

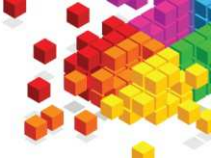




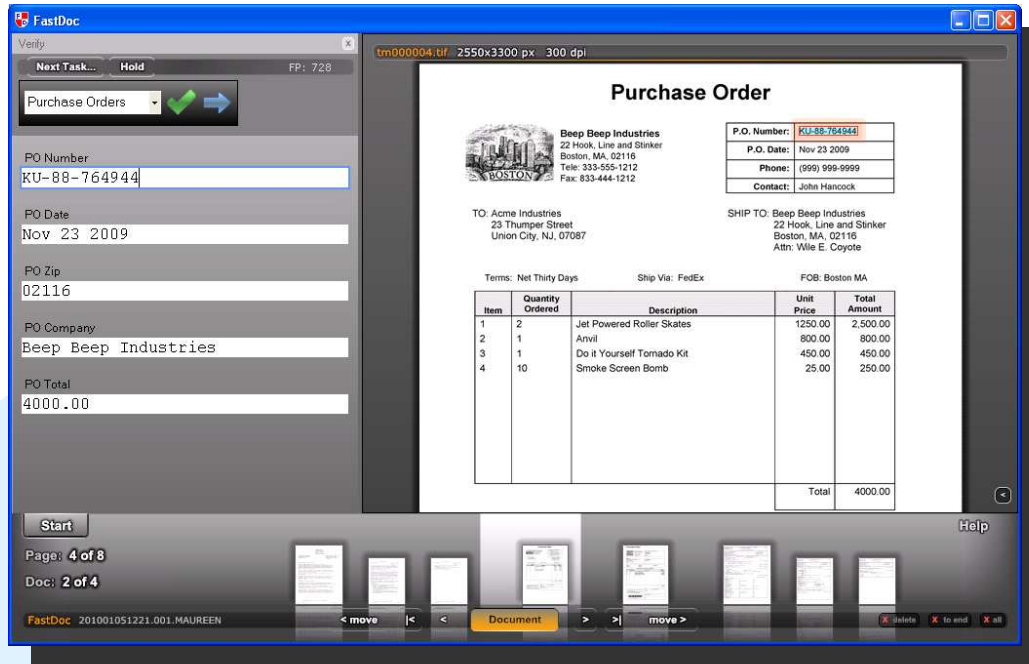
Business Benefits of Intelligent Document Capture

- Accelerate document input
 - Deliver products and services to customers faster
- Eliminate manual data entry
 - Reduce headcount doing low value tasks
 - Eliminate typos and lost documents
 - Other cost savings
 - Eliminate document shipping
 - Eliminate paper handling
 - Eliminate paper storage
 - Control who has access to documents
 - Maintain compliance





Datacap Taskmaster Capture



- User Interface presents single, attractive panel for Scan and Verify
- Highly customizable, rules-based environment – 3 leading OCR engines, plus Parascript, Content Classification, 100s of validations, export to all IBM repositories plus 3rd parties

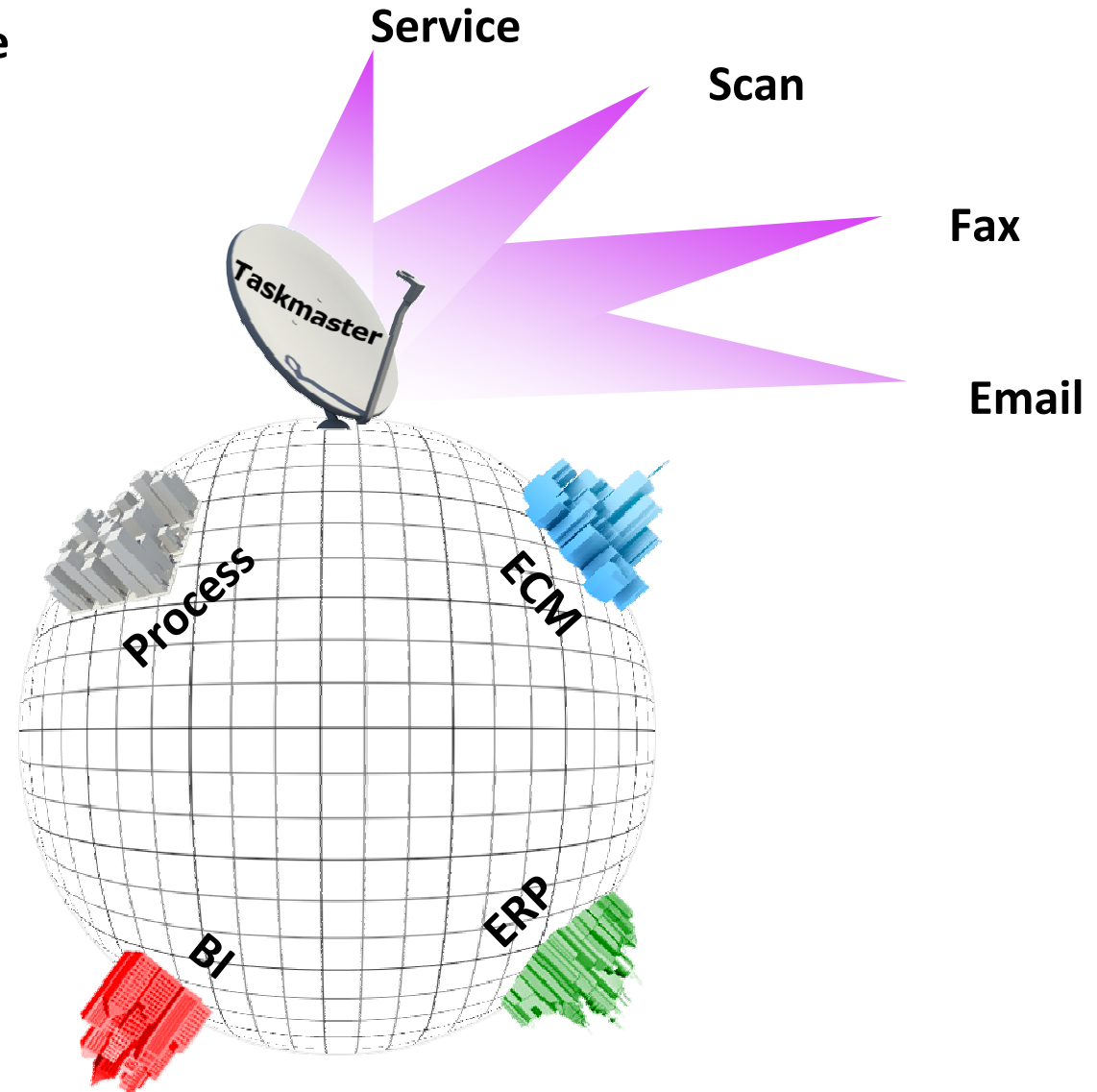
- Three Pricing Models
 - Taskmaster Entry Level
 - Taskmaster Capture
 - Taskmaster Enterprise Edition
- Global language support (Pan-European, Cyrillic , Simplified Chinese)
- Rapid Application Deployment environment
- SAP integration with XFT
- User-based licensing



The Big Picture for Capture

Multichannel capture for the Enterprise

- Documents arrive through many conduits
- Set a single standard for all incoming documents
- A capture portal
- One solution to convert, “understand,” and tag all incoming documents
- Then direct them to the right systems, tools and people





Datacap Taskmaster (Entry Level)



Datacap Taskmaster Capture



Datacap Taskmaster (Enterprise Edition)

Backfile conversion to reclaim storage space	Real time scanning anywhere anytime	Accounts Payable capture for supply chain	Tax form processing for govt. revenue	Mortgage capture to accelerate lending
Basic scan and imaging	Capture for SAP - HR and contract management	Medical claims capture for timely payments	Survey/Census processing for accurate data gathering	Capture for customs clearance
Capture for SharePoint* *with ECM Connector	Medical Records capture for better care	Capture for Subscription processing	New customer onboarding for fast service	Enterprise capture
Scan and archive for IBM Content Manager	Capture fax, email and attachment	Correspondence capture and tracking for compliance	Sales order entry for fast fulfillment	Custom applications



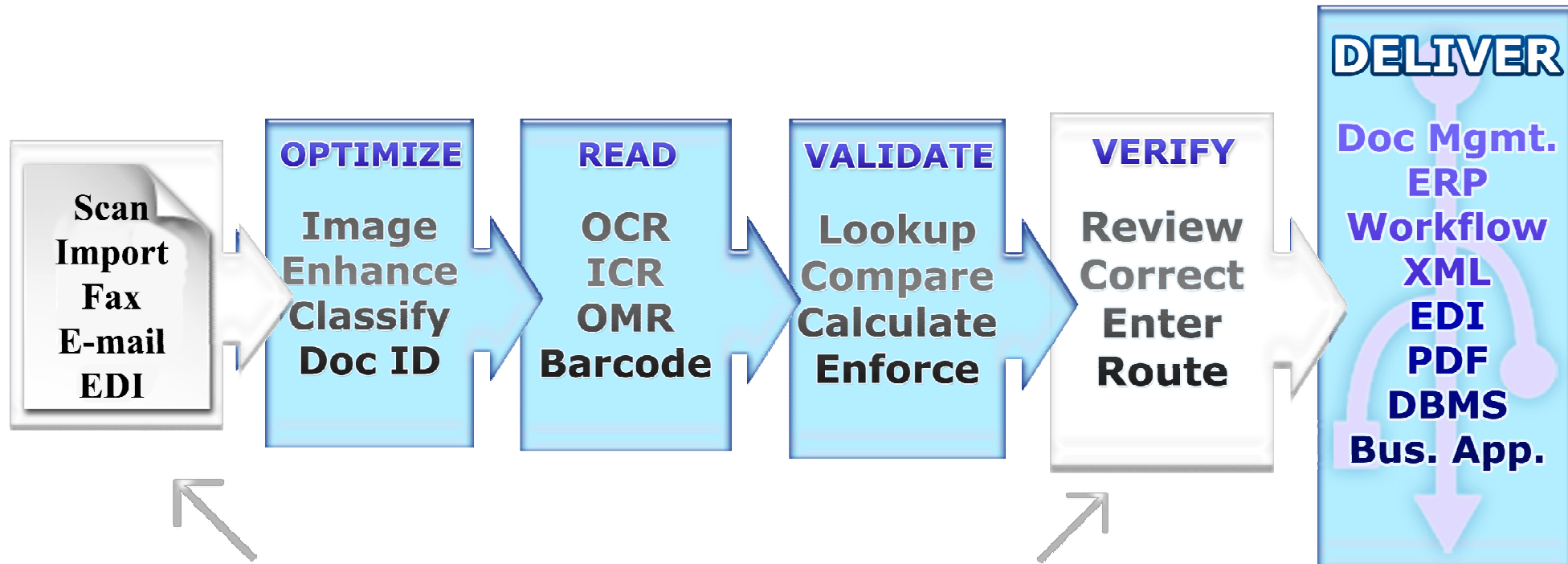
Datacap Capture Community Perception

	AmyDoc Software OCR for AmyDoc	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	3.6	4.0	3.8	4.1	3.5	4.0	4	4
Ease of Roll Out/Scalability	3.7	3.5	4	3.8	4	3.5	3.8	3.8	4
Ease of Configuration/Customization	3.8	3.5	4.0	3.8	4.2	3.5	3.8	3.8	3.7
Security	3.8	3.8	4.0	4	4.3	3.8	4.0	3.8	4.0
Strategy	3.8	3.5	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	3.5	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	3.5	3.8	3.5	3.9	3.5	3.8	3.8	3.8
Support/Maintenance	3.8	3.5	4.0	3.8	4.2	3.8	3.8	3.8	3.8
Value for Money	4	3.8	4.0	3.7	4.3	3.5	3.8	3.8	4
Standards	3.7	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	3.5	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



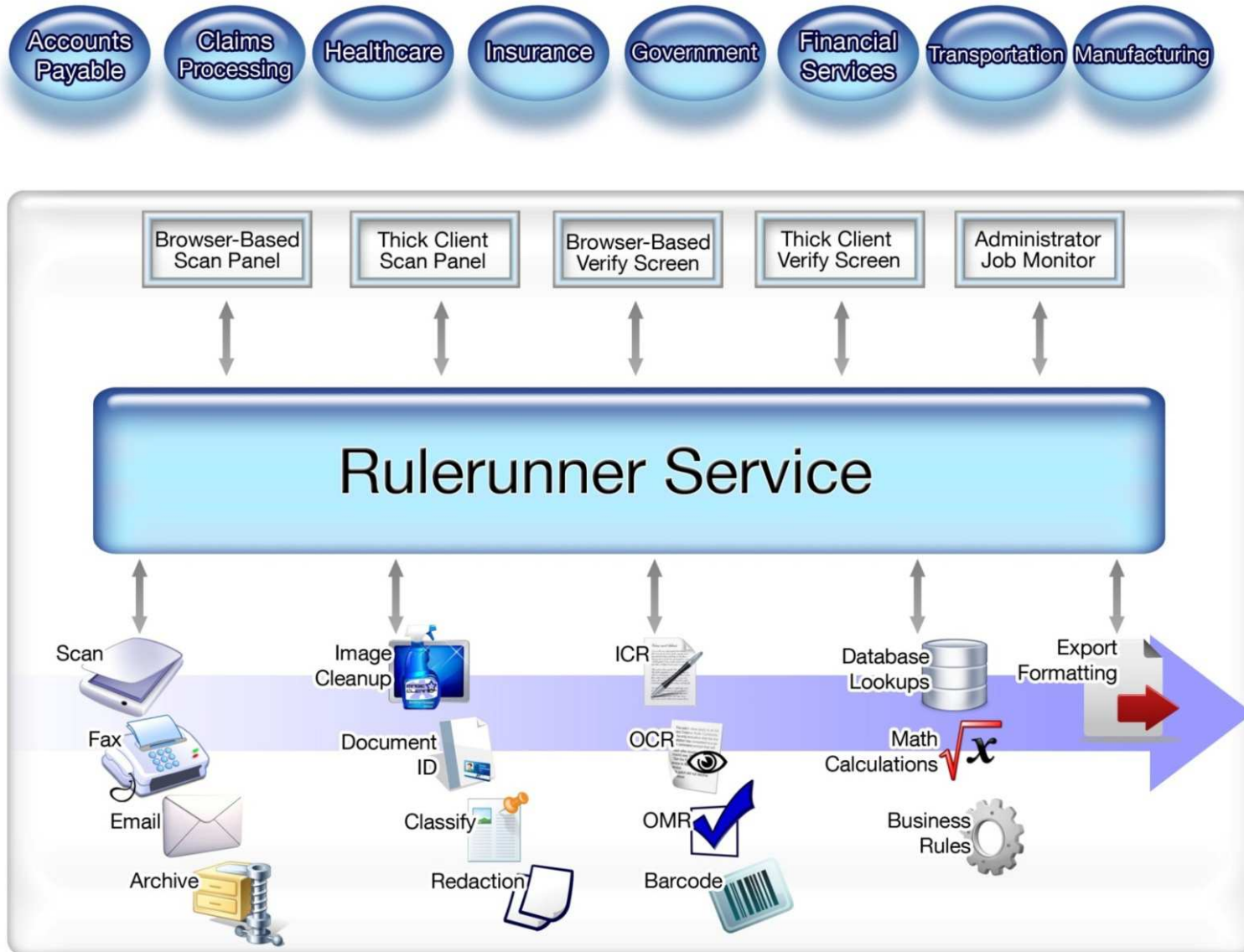
The Capture Process

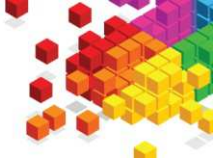


Browser Based Capture



Stability: Robust, Flexible, Scalable





Datacap Studio for configuration

The screenshot shows the Datacap Studio interface with three main panels:

- Document hierarchy:** Shows a tree view of document components like FastApp, FastDoc, Open, Other, Document, Main_Page, etc.
- Rulesets:** Shows a list of rulesets under 'Globalrulesets' including VScan, BurstImages, ImageFix, Barcode, etc.
- Actions library:** Shows a list of actions categorized into 'Application specific actions' and 'Global actions'.

Document structure

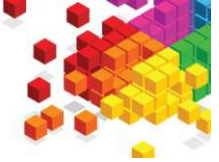
Assemble rules here

Rules properties

Rules library

Properties

Name	To
Variables	
ID	0
TYPE	Field
STATUS	0
Position	0,0,0,0
MIN_TYPES	0
MAX_TYPES	0



Simple, easy-to-use user interface

The screenshot shows the FastDoc application window. On the left is a 'Verify' sidebar with a search bar containing 'FSA' and several action buttons (locate, fingerprint, etc.). The main area displays a document titled 'Account Easy Reimbursement Request' with a form containing fields for 'To', 'Date', 'Claim ID', 'Phone', and 'Claim Total'. Below the form is a table of 'Attached Receipts'. At the bottom, there is a 'View' ribbon and a 'Done' button.

Action buttons

Index fields

Image Ribbon



Easy setup for Automation Techniques

Validate data types

picture string

regular expression

Claim Total

Locate Validate Export

Zonal Recognition

From Page OC

Field ICR

0 Ch

Capture Barco

Any

Optical Mark

Locate Using Key

+ | -

Claim Total:

Find First

Go Right

Required Confer

Phone

Locate Validate Export

Date

No

Minimum Length

0

Maximum Length

0

Data Type

NNNPNNNPNNNN

Alphanumeric + Punctuation

Alphanumeric

Alpha

Alpha + Punctuation

Numeric

Numeric + Punctuation

Currency

NNNPNNNPNNNN

Allow Override

Choice List

Enable

Multiple Selection

+ | -

Phone

Locate Validate Export

Date

No

Minimum Length

0

Maximum Length

0

Data Type

NNNPNNNPNNNN

Remove Spaces

Connection String

PROVIDER=MSACCESS;DSN="C

SQL Statement

SELECT PatientStatus FROM Patie

Allow Override

Patient Assessment

+ | - | Settings

Locate Fingerprint

Status

DIS IN

DIS IN

DIS OUT

Define zone
navigate from



The Last Frontier...

Document Classification.

The identifying and sorting of document types to create batches....





Smart Separator Sheet

- Document / Form type barcode



- Additional Data



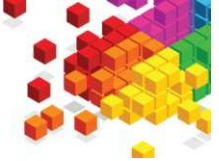
- Could be pre-printed
- Or entered by user

LOAN TRANSMITTAL HEADER

LOAN NUMBER:	1111122222
BORROWER LAST NAME:	SMITH
TRANSMITTAL DATE:	01-16-2012 MM-DD-YYYY

- **Shortcomings:**

- Labor-intensive
- Rely on a person's knowledge to correctly identify the documents



Pattern Recognition

- Very fast matching to unique marks on a page – “anchors”
- Used with fixed forms
- Most commonly used with ICR – handprint forms
- PatternMatchIdentify Action

Department of the Treasury—Internal Revenue Service
Form **1040EZ** **Income Tax Return for Single and Joint Filers With No Dependents** 2000 OMB No. 1545-0075

Your first name and initial: Arlo J
Last name: Worley
Your social security number: 499 27 4237

If a joint return, spouse's first name and initial: Janice R
Last name: Worley
Spouse's social security number: 619 22 8364

Home address (number and street). If you have a P.O. box, see page 12: 4127 Crestridge
City, town or post office, state, and ZIP code. If you have a foreign address, see page 12: Columbia Mo

Presidential Campaign (p. 12) Note: Checking "Yes" will not change your tax or reduce your refund. Do you, or spouse if a joint return, want \$3 to go to this fund? Yes No

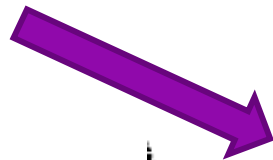
Attach Form(s) W-2 here. Enclose, but do not attach, any payment.	1	Total wages, salaries, and tips. This should be shown in box 1 of your W-2 form(s). Attach your W-2 form(s).	31	487	00
	2	Taxable interest. If the total is over \$400, you cannot use Form 1040EZ.	1	103	21
	3	Unemployment compensation, qualified state tuition program earnings, and Alaska Permanent Fund dividends (see page 14).		0	00
	4	Add lines 1, 2, and 3. This is your adjusted gross income .	31	590	21
Note: You must check Yes or No.	5	Can your parents (or someone else) claim you on their return? Yes: Enter amount from worksheet on back. No: If single, enter 7,200.00. If married, enter 14,400.00. See back for explanation.	12	950	00
	6	Subtract line 5 from line 4. If line 5 is larger than line 4, enter 0. This is your taxable income .	18	640	21
Payments and tax	7	Enter your Federal income tax withheld from box 2 of your W-2 form(s).	2	279	14
	8a	Earned income credit (EIC). See page 15.			
	b	Nontaxable earnings. Enter type and amount below.			



Keyword

- Following OCR to recognize machine print text on a page
- Regular expressions find key words and phrases
- Search zones or search the entire page
- Searches can be stored externally in key files
- FindRegexList or FindRegexList_InZone

\bSettlement\s*Statement.*HUD.*[1]\b



A. **Settlement Statement (HUD-1)**

Loan									
FHA	2.	<input type="checkbox"/>	RHS	3.	<input type="checkbox"/>	Conv. Uhins.	6. File Number:	7. Loan Number:	8. Mortgage Insurance C
VA	5.	<input type="checkbox"/>	Conv. Ins.				2012123456	1111122222	1234567890



Fingerprint Recognition

- Fast (sub-second) – does not require OCR
- Matches the patterns of light and dark - Characters, blobs, words, text lines
- Supports thousands of stored page templates
- Also differentiates between multiple formats of the same page type
- Adjusts the positions of zoned fields

Scanned Image

Application No: 222244444

Investment Application

Focus Financial Advisors, Inc.
700 Center One
New Star, NY 10022

Account Holder Name (First, Middle Initial, Last) or Name of Trust: George C. Smith
Social Security Number or Tax ID: 123-45-6789

Co-Account Holder Name (First, Middle Initial, Last) or Trustee: _____
Social Security Number or Tax ID: _____

2nd Co-Account Holder Name (First, Middle Initial, Last) or Trustee: _____
Social Security Number or Tax ID: _____

Focus Financial Account
 Brokerage Account
 Focus Financial Funds
 Focus Financial Certificate

Strategic Portfolio Service - SPDV Account - include complete client service agreement Form 4454
 Strategic Portfolio Service Universal Account - include completed client service agreement Form 2098
 Limited Partnership/REIT - include Form 1531 and Subscription agreement

Individual
 Individual with TOD Agreement - attach TOD Agreement
 Joint Tenancy WRDS
 Joint Tenancy TOD - attach TOD Agreement

Tenants in Common
 Community Property
 Trust - attach relevant document pages

Corporate - include corporate resolution dated within 6 months
 UGMA/UTMA
 Relationship to Minor: _____
 State Governing UGMA/UTMA: _____

NOTE: Complete specific application if registration is not available on this form.

Product Abbreviation	Share Class/Term/Participation	Initial Amount	Monthly BA Amount	BA Date
MF-101		\$1,000.00	\$1,000.00	08/15/2015



Comparing patterns of light and dark

Fingerprint

Application No: 222244444

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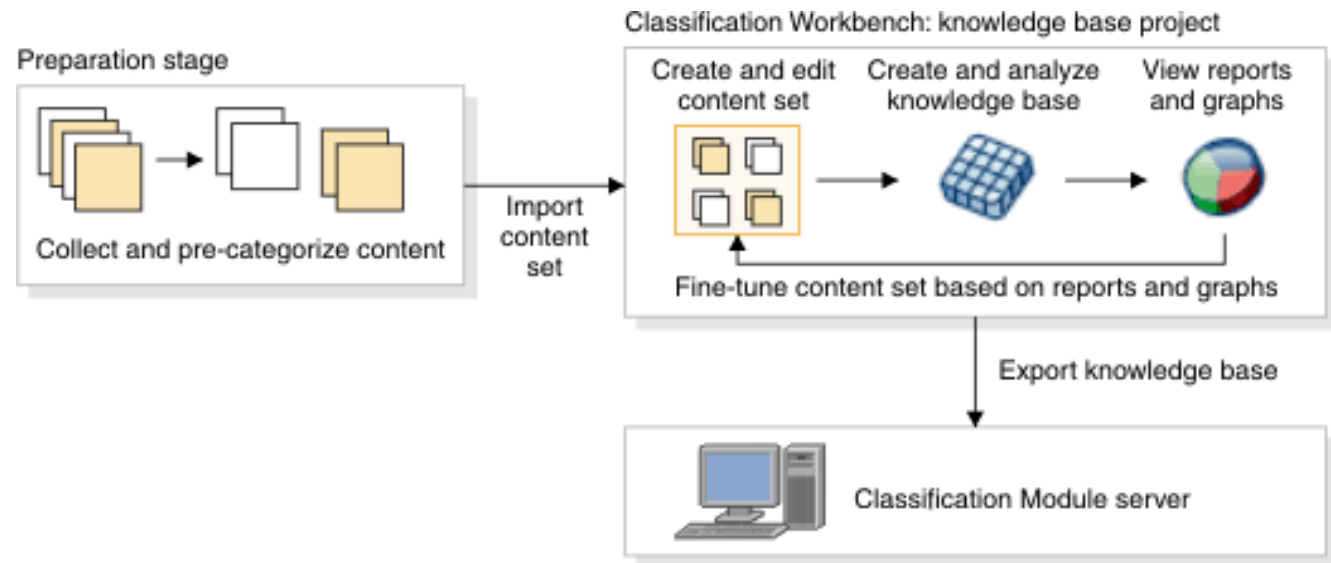
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MF-101		\$1,000.00	\$1,000.00	08/15/2015



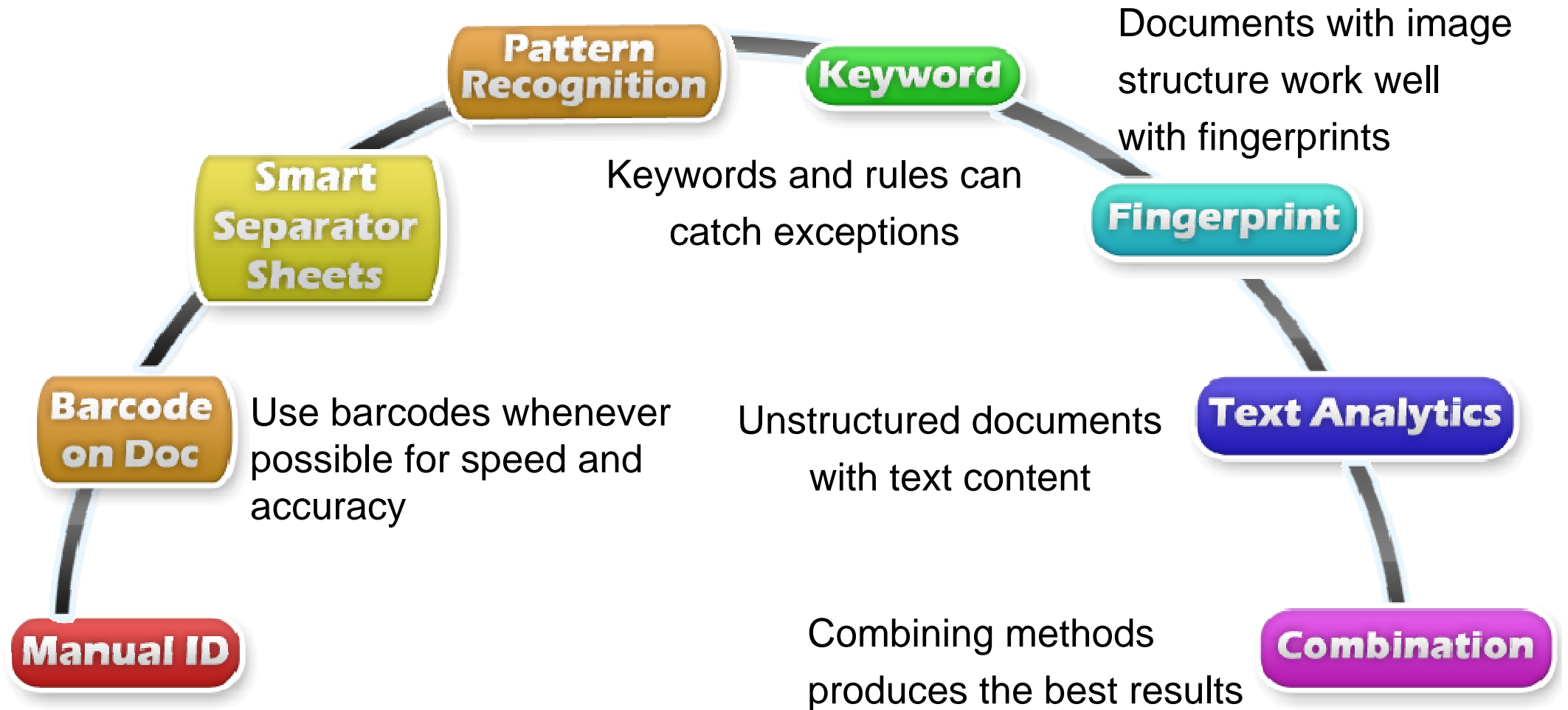
Text Analytics Concepts

1. Collect and organize sample content
2. Create, analyze, and learn
3. Assess performance, review reports
4. Publish to the Content Classification server





Taskmaster Capture Classification Spectrum





Why Smarter Capture?

- **Convert:** Turn paper, fax, email, electronic attachments into images
- **Classify:** Understand the nature of the document and its role
- **Extract:** handprint, typed text, handwriting, bar code, check box
- **Assure Quality Data:** database lookups, math calculations, P.O. matching
- **Protect:** Redact fields, split and rendezvous for privacy
- **Format:** Both image and data for ECM, ERP, web, and business systems
- **And Do it in *Your Language!***

Understand Your Documents

- Document type
- Data field location
- Retention schedule
- SSN, Customer/Vendor ID
- Date received
- Document number
- Business rules
- Exception Handling

Manual Approach

Print out and scan faxes, emails and attachments

Manual data entry

Manually compare name to existing table

Manual Doc ID and sorting

Smarter Approach

Convert fax and electronic documents to image

Automatically extract data from image

Automatic database lookup and match

Automatic document ID with analytics





What is IBM Production Imaging?

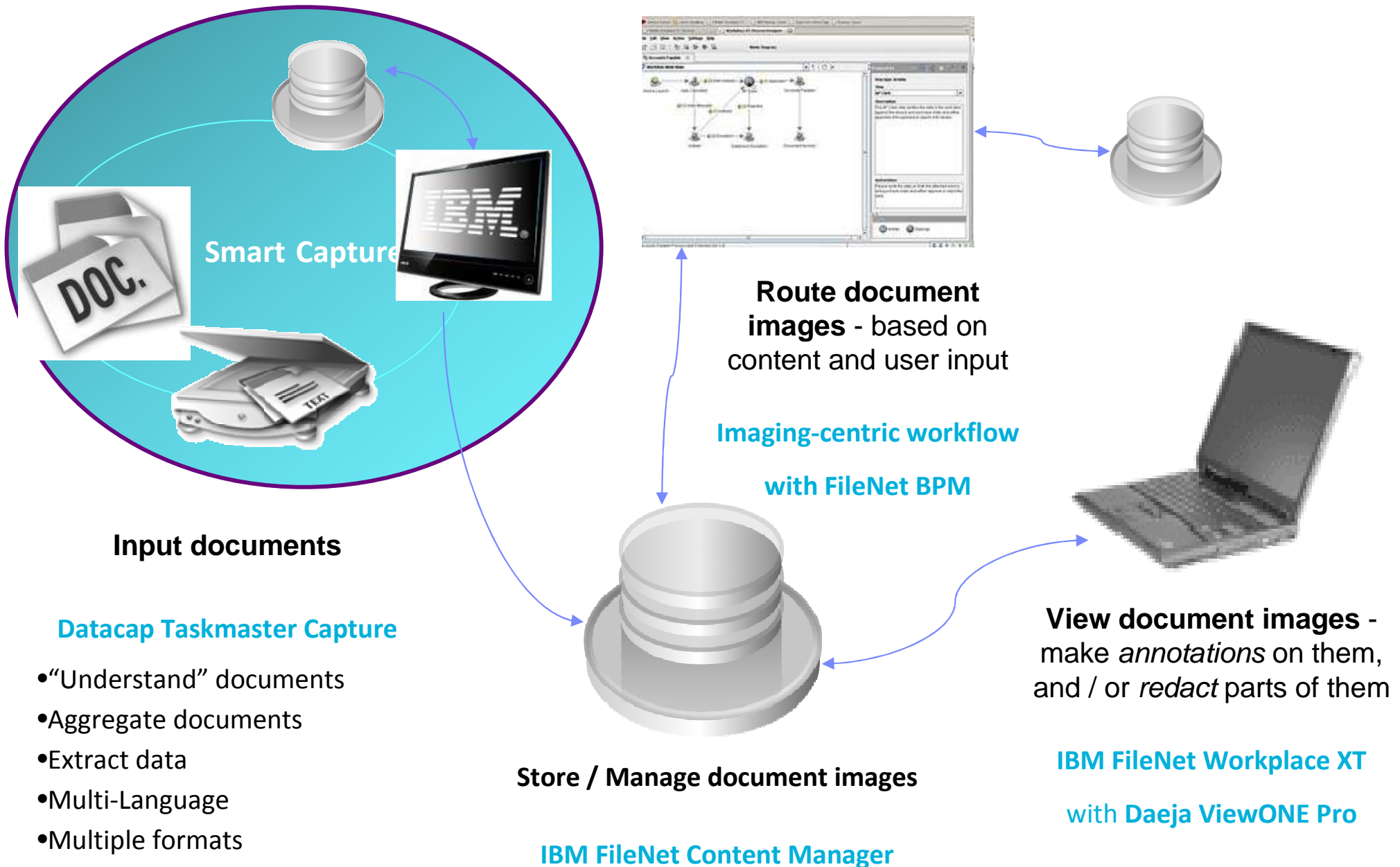
PIE bundles together state-of-the-industry imaging solutions to enable sophisticated document process automation.

- **Input – multi-channel, central and distributed**
- **Storage, retrieval, compliance, disposal**
- **Workflow –view, process, collaborate**
- PIE is a single product for scanning, OCR/ICR, document storage, annotation, redaction, viewing, and business process automation.
- Rapid ROI - capture, view, share, process documents anywhere, any time with less effort





Production Imaging Edition



Smart Capture

Input documents

Datacap Taskmaster Capture

- "Understand" documents
- Aggregate documents
- Extract data
- Multi-Language
- Multiple formats

Route document images - based on content and user input

Imaging-centric workflow with FileNet BPM

Store / Manage document images

IBM FileNet Content Manager

View document images - make *annotations* on them, and / or *redact* parts of them

IBM FileNet Workplace XT with Daeja ViewONE Pro



IBM Production Imaging Edition

Automate the life cycle of a document, from capture to business process to archive

The Total Intelligent Imaging Environment

- Smarter Capture – central and remote
- Flexible workflow based on document content
- Access by permission
- Set retention schedules
- Annotate and redact documents

Configurable:

- Set up capture applications with a point and click interface
- Build document-centric workflows with visual mapping
- Adapt to your Business Rules

■ Benefits of Intelligent Imaging:

- Eliminate paper
- Extract data from paper
- Route data to Line of Business systems
- Control distribution of documents
- Enable communication about documents
- Reduce cost



The Seven Secrets of Success for Capture Engagement

An Exclusive Luncheon and
Demonstration Event at IOD
for Capture and PIE users

Mandalay Bay, Las Vegas
Monday, October 22, 2012
12:30 - 2 PM
ECM Central

Sponsored by



Limited seating!

RSVP: deeptnag@in.ibm.com



Enterprise Content Management 2012

UserNet Forum - Istanbul



Thank You

Presenter name here

