

TOPCALL SOLUTION FOR CONTENT CAPTURE & DELIVERY



The TOPCALL Solution for Content Capture & Delivery is all about capturing documents (paper, fax, email, web), managing them (convert, classify, recognize, index, validate) and finally routing them to other applications (ERP System, CRM System, Document Management System or Mail System).

The art of making unstructured data a part of the “structured world” is what we do best.

The content capture technology is the natural step for companies that want to end the delays associated with unneeded manual tasks. Just imagine the costs that are associated today with the processing of incoming invoices, faxed forms and customer care letters. We deliver the capability to extract or even recognize message content from a fax or email document and route it intelligently to the appropriate person or application.

The content capture and delivery technology enables businesses to start bringing this “unstructured” information online. Input technologies (scanners, multi-function devices, fax servers, enterprise apps) capture data from paper documents, or imported electronic files, and automatically route and release it to the target recipients and applications. These scanned document images can be indexed and archived for legal requirements or improved customer service. The key benefits for enterprises are reduced manual data entry (particularly in terms of human requirements and costs), increased accuracy and speed of data capture (optimising business process efficiency) and delivery to multiple applications (improved customer service).



COMMON BUSINESS PAINS:

- How can I accelerate the processing and flow of paper-based information through my business?
- How can I maximise scan-station staff productivity whilst minimising costs?
- How can I improve customer service given the dispersed paper sources of customer information?
- How can I minimise my risk against lost in-bound documents to comply with legal requirements?
- How can I automatically extract information from a faxed purchase order to create an invoice?
- How can I ensure all business-critical information is captured as soon as it enters my organisation?

These questions, and more, will be answered in the following document as we explore the features and benefits of this solution.

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Collecting data and documents from electronic sources; including enterprise applications, e-docs and e-forms, plus traditional capture devices; such as scanners, multi-function devices and fax servers. Capture can be a centralised or de-centralised process via remote data import or scanning over the Internet (i.e. scanning personnel can be in any location).



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Transforming the collected documents into usable, retrievable information by enhancing the image quality of scanned documents, classifying the documents and forms, extracting the appropriate information, and validating that the information is complete and correct.



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Delivering that information into critical business systems, from databases to content management systems to line-of-business applications.



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The TOPCALL Content Capture & Delivery solution is designed to process between 1,000 to 250,000 pages per day at high throughput and low cost. This can be achieved from a single work station or multiple networked stations, with dynamic load balancing, to ensure maximum operational efficiency. Remote or home workers can therefore easily perform these tasks, via remote scanners, over an Internet connection.

Typical Workflow – Inbound Invoices



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Document Preparation

- Documents for scanning are inspected, separated, grouped into batch categories (Invoices, Purchase Orders, Dispatch Notes, etc.) and the beginning and end of the batches designated.
- Data fields to be captured (from both imported electronic invoices and scanned invoices) are defined (Supplier Name, Address, Invoice Number, Invoice Date, Total Amount, etc.).

Digitisation (2 methods)

- 1. Paper invoices are digitised using a professional document scanner and our capture software.
- 2. Electronic format invoices (PDF, TIFF, .doc, etc.) are also imported from email or e-fax.



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Data Recognition & Extraction

- Incoming invoices are analysed using powerful character recognition technology (OCR/ICR/OMR, barcode and Form ID).
- Required information can now be extracted (Invoice Number, Invoice Date, Supplier Name and Total Amount), regardless of invoice layout, using the data fields defined during document preparation.

Advanced Options may include:

- Invoice Line Item Extraction
- Database Lookups (i.e. to clarify correct Invoice Address or correct Supplier Reference).



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Image Correction

- "Touch-up" technology removes any unwanted noise to increase the accuracy of automated recognition i.e. boxes around addresses and numbers, shaded areas, enhance poor quality characters.
- Even poor quality originals are transformed into legible images, optimised for data extraction.



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Indexing & Validation

- The Validation Module allows the extracted invoice data to be checked by a skilled operator or through database lookups, or a configurable combination of both.
- To minimise costs and manage flexible schedules and peak loads, indexing can be performed by remote or home workers, via a web browser.



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QC & Re-scanning

- This allows systematic reviews and checks by an operator to ensure scanned images and extracted data are valid and, if not, how the invoice should be re-scanned.



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Release

- Validated data and images are finally released via TOPCALL links to a choice of ERP, accounting, workflow, or collaboration systems, line-of-business applications or document management solutions.
- Standardised routing scripts exist for seamless integration with most industry leading solutions e.g. SAP, IBM Content Manager, FileNet, Adobe Acrobat, Documentum, PC DOCS, etc.



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Secure Storage

- Routed document images are simultaneously archived in accordance with corporate and legal retention policies. TOPCALL also offers a wide range of archival storage technologies and can recommend the best option for your requirements

By providing this solution we are addressing a growing need of companies looking to save money associated with manual processes. The benefits of these technologies are available today.





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Cost Benefits

Although a capture and delivery solution is fairly inexpensive to implement (approx. 20% of the initial system cost), it is by far the biggest ongoing labour expense of most production workflow and content management systems available today. This cost comes in 3 different areas:

- 1. Ongoing Labour:** This is by far the biggest cost that can account for up to 80% of the ongoing cost.
- 2. Capital Equipment:** This is primarily accounted for by the cost of the scanners and scan stations.
- 3. Integration Costs:** This is the cost of integrating the capture system with the rest of the system.

By carefully addressing each of these areas, a TOPCALL Content Capture & Delivery solution can reduce the operating costs of an imaging system by at least 20%. However, for high volume, mission-critical solutions a much greater ROI can be generated through the increased automation of manual tasks and the delivery of information via TOPCALL's integration to back-end business processes and applications.

Content Capture & Delivery Examples

■ Incoming Invoice/Purchase Order processing
■ Incoming stock trading orders
■ Proof of Delivery
■ Customer Correspondence
■ Voting Forms
■ Postal Mail processing & routing
■ Health Care Claims Handling
■ Hospital Admittance/Discharge Forms
■ Insurance Claims Handling
■ Mobile Phone Contracts Handling
■ Product Registration
■ Customer Surveys
■ Employment Applications



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Coming Soon ...

Configurable feedback and notification/alert procedures

- At any stage of the capture process a notification message (via SMS, email, voicemail or fax) can be sent to notify staff of problems (invalid image or data, system error) or to notify of successful workflow (order data successfully merged with SAP, invoice created and automatically faxed to the customer, etc.).

Simultaneously deliver information to multiple targets

- For example, data extracted from a scanned purchase order may be used to create a dispatch note that is emailed to the warehouse, raise an invoice which is faxed to the customer, send a voicemail notification to the customer of their expected delivery date and the purchase order image stored in a document management system for auditing compliance.

