OpenText™ Captiva
Redefine Your Business Through Intelligent Enterprise Capture
PAPER IS EVERYWHERE.

Despite predictions, paper remains ever-present in today’s organizations.

- Initiate processes
- Interact during a transaction
- As support for a decision

And since paper remains a common way for people and organizations to communicate, it is still frequently relied upon.
But when paper is used in a process, everything slows down. And while it was once acceptable to set expectations for a four-week turnaround; today, the expectation is that transactions can be done instantly.

This means that there is tremendous opportunity for organizations to offer competitive differentiation by providing much faster turnaround times.
BUT THIS IS VERY DIFFICULT WHEN PAPER IS INVOLVED.

It slows down processes because important data in these documents is in essence locked on the paper and can’t readily be accessed.

20M
Tons of paper used annually

$120
the labor cost to search for misfiled/lost documents

$8
to process a single invoice – 70% of which is document processing
we all know that paper is not going away in the near future.

For this reason, document capture has been used to provide value to the organization by helping to better organize documents and orchestrate the process of extracting business-critical data.
There has to be a better way.

- **Physical Delivery**: Time consuming delivery of paper documents to a centralized facility.
- **Manual sorting**: Takes time, requires additional staff and is prone to human error.
- **scanning**: Requires additional resources to handle hardware and is difficult to ensure accuracy.
- **storage**: Costly to manage, risk-prone for physical damage, and loss of valuable real estate.
- **Manual Data Entry**: Inefficient way to extract pertinent information from less structured documents.
- **Business systems**: Time is spent to process and manage error prone and unverified data.
Transform high volumes of documents into actionable data for use in vital business processes and applications.

OpenText Captiva leads the industry in processing speed and recognition accuracy, delivering a robust ROI in 12 months or less.

The digital world has changed the way organizations can capture and extract information. Providing them with solutions that automate document-intensive business processes, and help them more quickly and efficiently manage vast amounts of incoming information.

By combining the power of intelligent enterprise capture with process management, OpenText Captiva helps automate document-intensive business processes from start to finish.
To do this, the solution rapidly captures, extracts and delivers information from electronic or paper documents to key processes or systems.

Advanced Recognition speeds up data extraction and the classification of document types. This reduces burgeoning backlogs and sluggish back-end processing due to manual preparation and sorting activities in the front end – while eliminating inefficient, costly and error-prone manual effort.

seamlessly connect information to backend systems and business processes

Vancity

vancity reduced document preparation time by 50%

Increase customer satisfaction

Generali hellas used 80% less time creating insurance policies
IMPROVE PRODUCTIVITY

Better capture anytime, anywhere
Capture is an important step when digitizing content. The image that you receive will impact all downstream steps including the final transaction approval.

By improving data quality at the point of capture, you can reduce operating costs, error and risk – and increase customer satisfaction.
Centralized Capture
Centralized capture remains a critical step in the process; even in distributed organizations, which must be able to capture very high volumes of incoming documents in a mailroom environment.

Distributed Capture
A true enterprise capture solution must support the ability to capture documents throughout the organization, from branch offices, distributed offices and field offices. Using distributed capture techniques, this support can be extended to allow partners or customers to participate as well.

Ad-hoc Capture
To accelerate document capture, an intelligent enterprise capture solution will allow front-office workers and end-users the ability to capture documents using desktop scanners, shared capture, or smart mobile devices.

OpenText Captiva delivers complete support for all high-speed, centralized business document scanners. The solution takes advantage of the scanner's ability to maximize image quality and allows the scanner to perform at its maximum rate and speed.

OpenText Captiva provides excellent distributed capture capabilities through its support for web-based scanning and hundreds of business document scanners, MFPs, and smart mobile devices.

OpenText Captiva supports ad hoc capture by enabling knowledge workers and end-users the ability to self-serve by scanning and capturing documents as they are received. This eliminates the delays and expense of physically shipping and delivering the document to a centralized scanning facility for further business processing.
Mobile Capture Will Improve Point-Of-Service Processes

“Mobility and cloud-based applications will change business processes radically over the next five years.”

The smart mobile device will initiate a high percentage of transactions and will be used to complete the transaction in real time. Straight-through transactions enhance customer experience and improve business process efficiency.

OpenText Captiva provides tools for easy mobile capture integration

SPEED: Quickly bring capture-enabled mobile applications to market

FLEXIBILITY: Deploy capture-enabled mobile applications with no or minimal customizations using Mobile Capture Toolkits; and quickly build capture-enabled mobile applications from ground up with Mobile Capture SDKs

COMPATIBILITY: Complement and enhance traditional document input sources such as high-speed or desktop document scanners, fax machines, multi-function printer (MFP) devices, and email attachments
ACCELERATE AUTOMATION

Document classification and production auto learning.
Organizations continually look for ways to increase revenue and bolster customer satisfaction by automating business processes, eliminating manual data entry errors.

This allows them to process more documents with fewer operators at substantially lower costs.
By employing document classification and production auto learning technology, OpenText Captiva accelerates automation and improves data quality by reducing manual data entry errors and expensive exception processing.
Automated Document Classification

while some solutions apply different technologies to identify document types, OpenText Intelligent Enterprise Capture solutions apply several intelligent document recognition technologies to accurately identify documents of all types, including structured forms, semi-structured documents or completely unstructured documents. The result is that OpenText intelligent enterprise capture can eliminate most, if not all, manual document sorting and preparation.
Production Auto learning

Although image analysis works well for structured forms that are not impacted by image quality issues, image analysis alone won't necessarily give you the most optimal results. This is because image classification is sensitive to marks, skewing of a document, dark objects, and other factors. Production Auto learning uses a text-based classification method to find the set of "words" that appear in the same place in two documents. This method is designed to work best for semi-structured documents and documents coming in from different channels where the image quality can impact the document layout. A project administrator doesn't need to specify the keywords; the software will determine the keywords automatically.
Intelligent Data Recognition

Freeform extraction uses pre-defined business rules and an expansive library of keywords, word associations, and syntax structure to identify and extract data without any layout analysis. This allows the system to find data on documents with varying formats as it searches for keywords, searches for targets, and selects targets. Once the system locates a keyword within a document image, it applies the extraction rules. You can easily add new data elements or document types as you use this technique for faster extraction.
Capture Extends well Beyond Paper Use Case

“Capture has extended beyond the single dimension of paper scanning in one or two primary locations to become the multichannel, distributed onramp for acquiring information. In the next five years, capture will incorporate advanced analytics, mobile solutions, BPM and case management, and stronger integration with enterprise production platforms.”
OpenText Captiva provides a complete capture platform with enterprise scalability and performance. A single capture system can be easily deployed across multiple departments and lines of business.

But if organizations have legacy applications or systems, OpenText Captiva provides an open, modular .NET framework along with development toolkits. This flexibility provides the ability to meet demanding business needs and technical requirements. By providing solutions that range from capture-enabling toolkits to off-the-shelf products, OpenText Captiva helps organizations create an integrated intelligent enterprise capture approach for all of their business systems:

- Content management
- Business process management
- Enterprise resource planning (ERP)
- Customer relationship management (CRM)
- Archiving/long-term storage

To learn more about OpenText Captiva suite of products and how OpenText products, services, and solutions can help solve your business and IT challenges, contact us—or visit us on:

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