IMAGINE SOLUTIONS | The ECM Specialists™

Best Practices in Document Imaging

Enterprise Distributed Capture

JD Hicks, SVP Business Development, Imagine Solutions

$8 Billion Spent Each Year Managing Paper

- Paper
- Toner
- Copier
- Office space
- Filing cabinets
- Overnight mailing
- Courier Services
- Storage warehouses

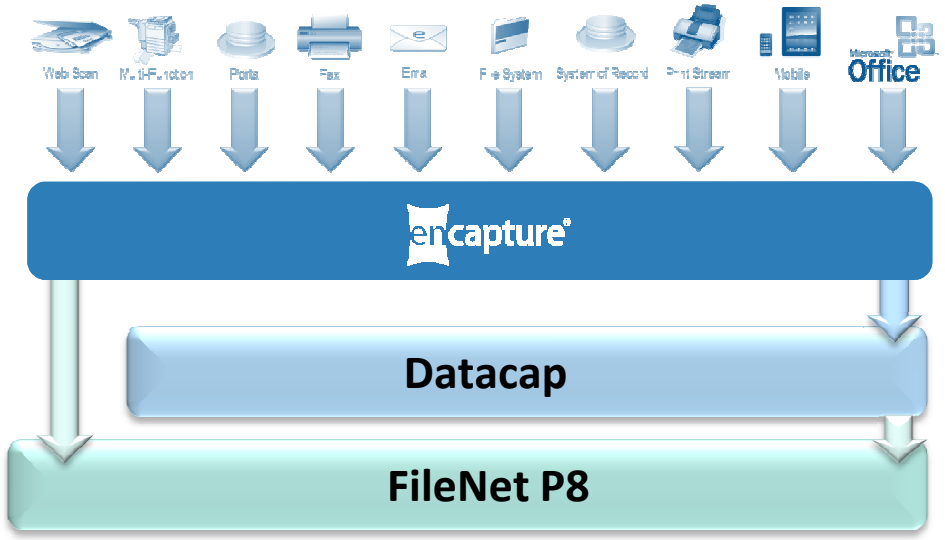
Agenda

- What is Enterprise Distributed Capture?
- Core Tenets for Enterprise Distributed Capture
- Common Adoption Inhibitors
- The Role of Enterprise Distributed Capture in Enabling ECM Benefits
- Our View Point on Enterprise Distributed Capture
- Case Studies
- Summary

Encapture – Enterprise Distributed Capture Platform

Single Platform Enabling Secure, Intelligent Capture From Any Source

- MFP Integration
- Web Capture
- Application Integration
- Print to Encapture
- Document Requests
- Fax and Email Servers
- Encapture Mobile Application
- Centralized Administration



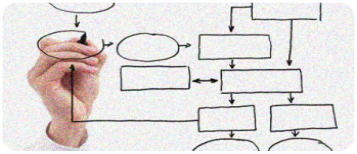
Core Tenets for Enterprise Distributed Capture

Paper should be made digital at the first point of touch

Too many businesses have invested in image workflow systems that fail to address this basic objective

You never know more about a document than when you receive it

Retain your awareness of who provided critical content and what it is



Document capture should become part of a business's transactional processes

– allowing your core applications to request what you need from a customer and clearly identify it in its digital form from that point forward

Distributed capture should be centrally managed and administered

With hundreds or thousands of users, capture policies, controls, and processes must be standardized and efficiently managed

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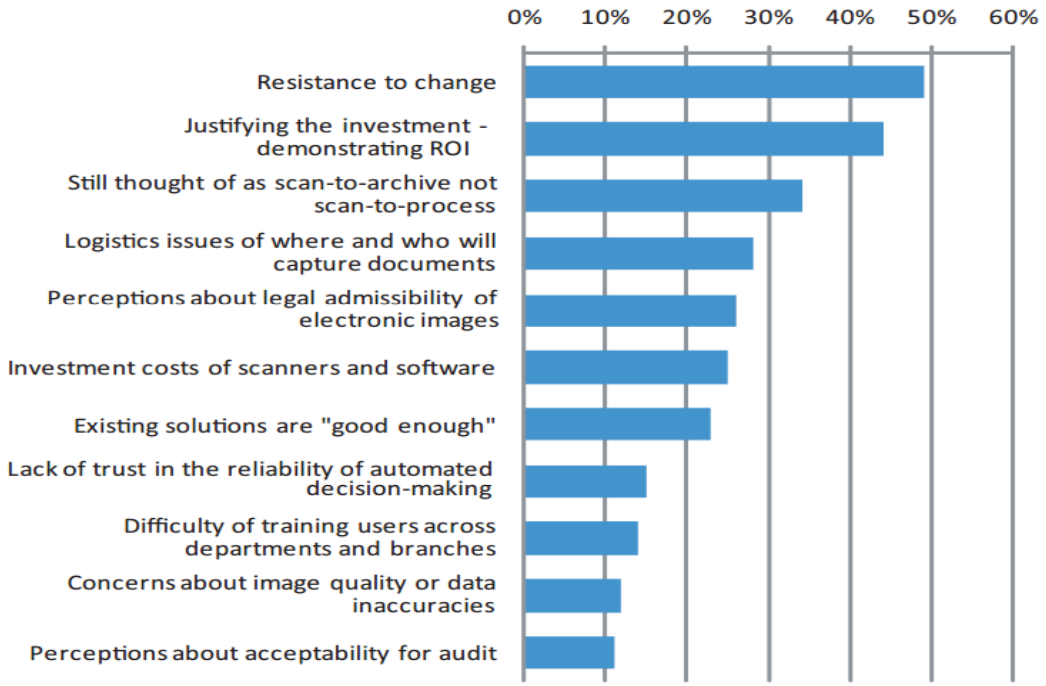
Barriers to Adoption

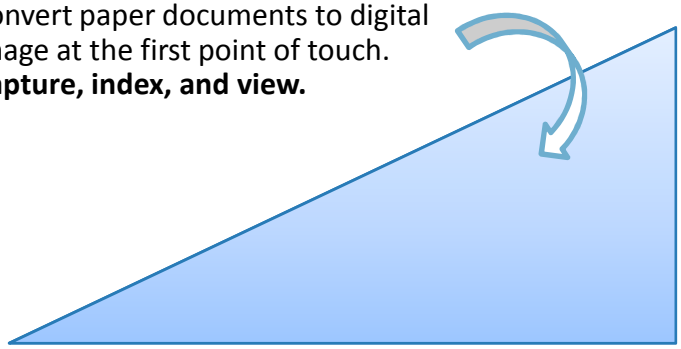


Source ©AIIM

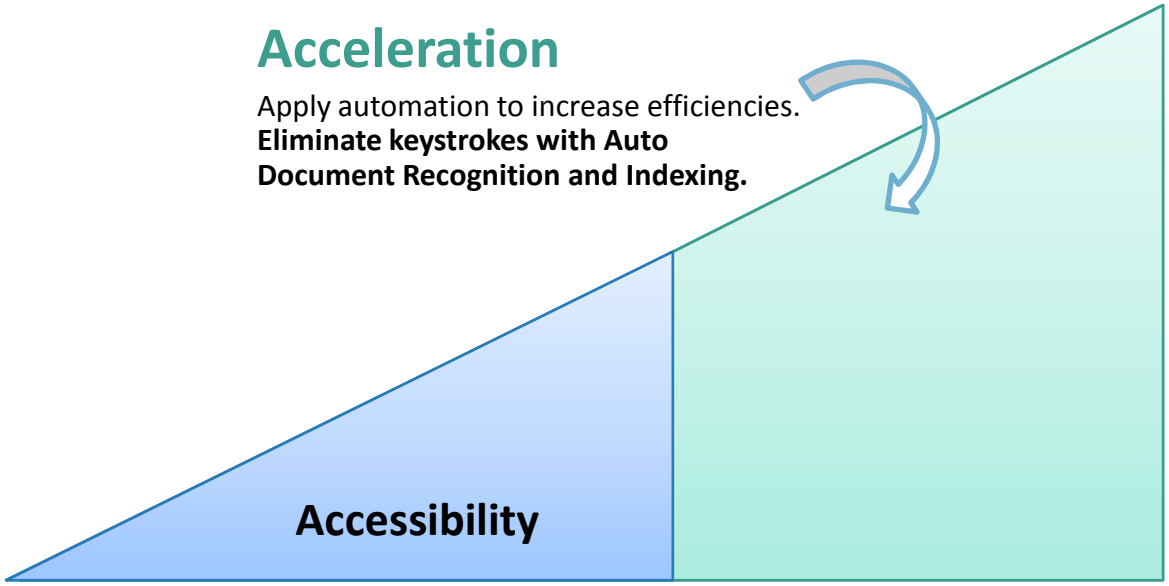
How EDC and ECM Enables the Paperless Office

Accessibility

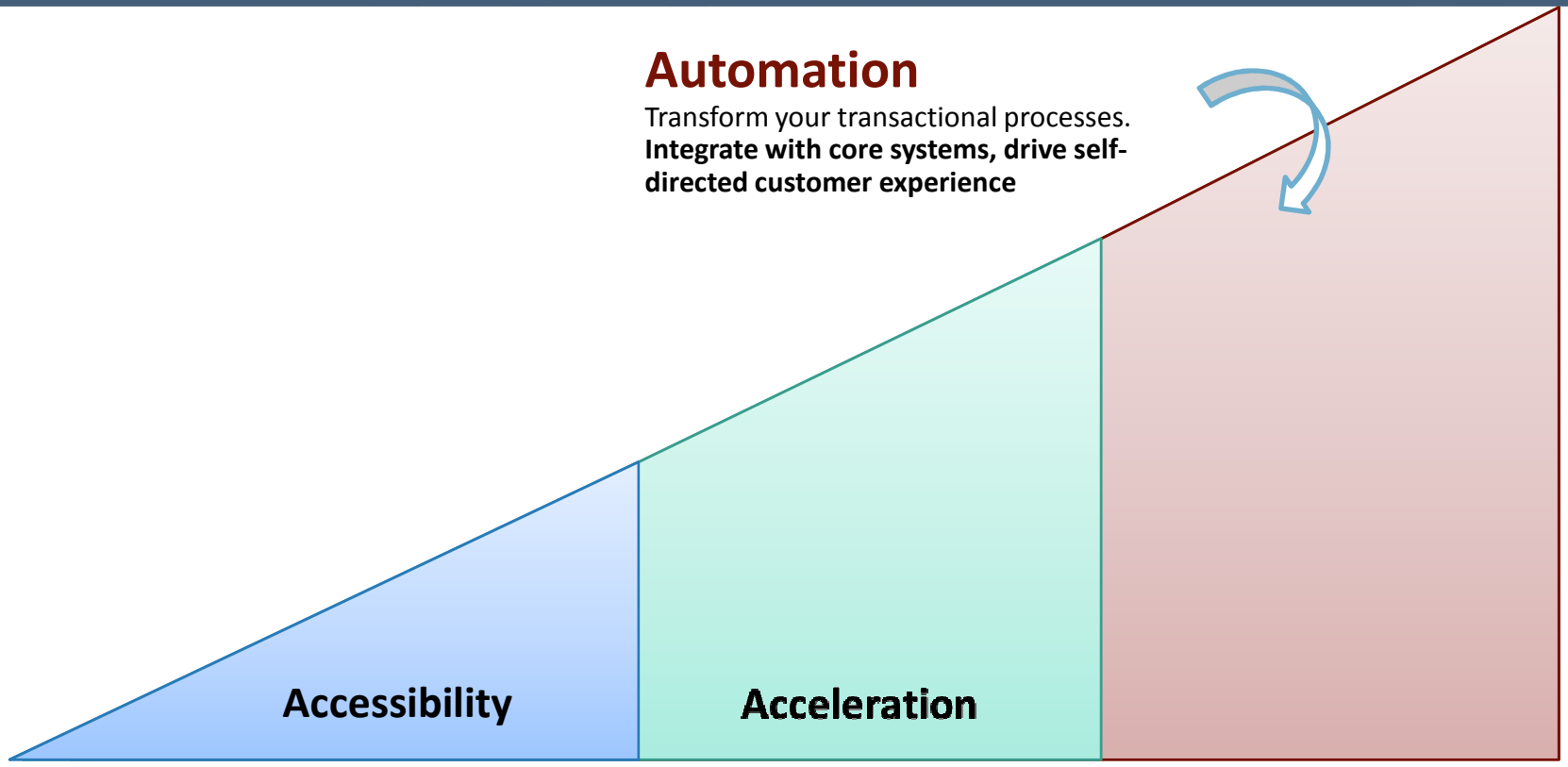
Convert paper documents to digital image at the first point of touch.
Capture, index, and view.



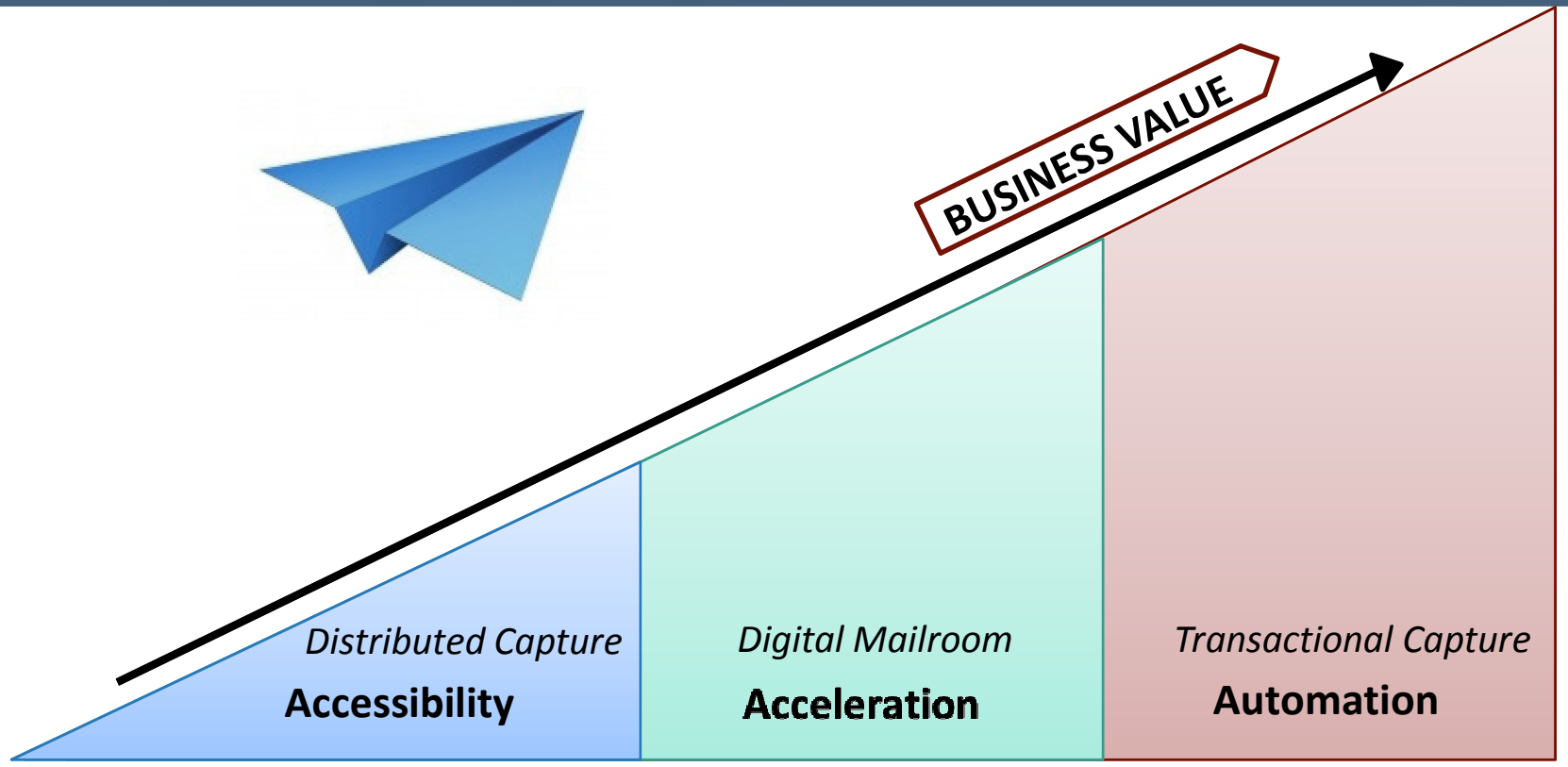
How EDC and ECM Enables the Paperless Office



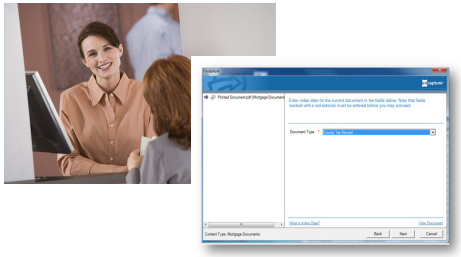
How EDC ands ECM Enables the Paperless Office



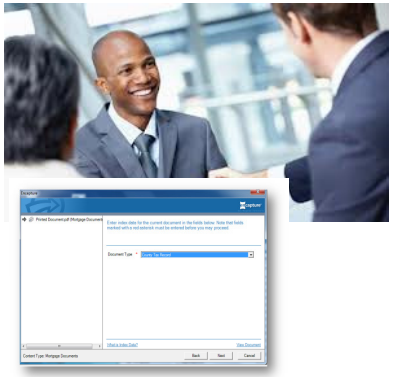
How EDC and ECM Enables the Paperless Office



Transactional Capture - Core Business Application Integration

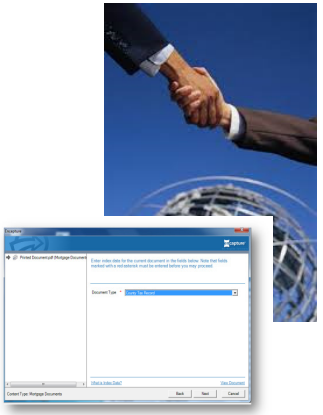


Capture Wizard Enabled
Loan Origination



Capture Wizard Enabled
Customer Onboarding

Capture Wizard Enabled
New Account Opening



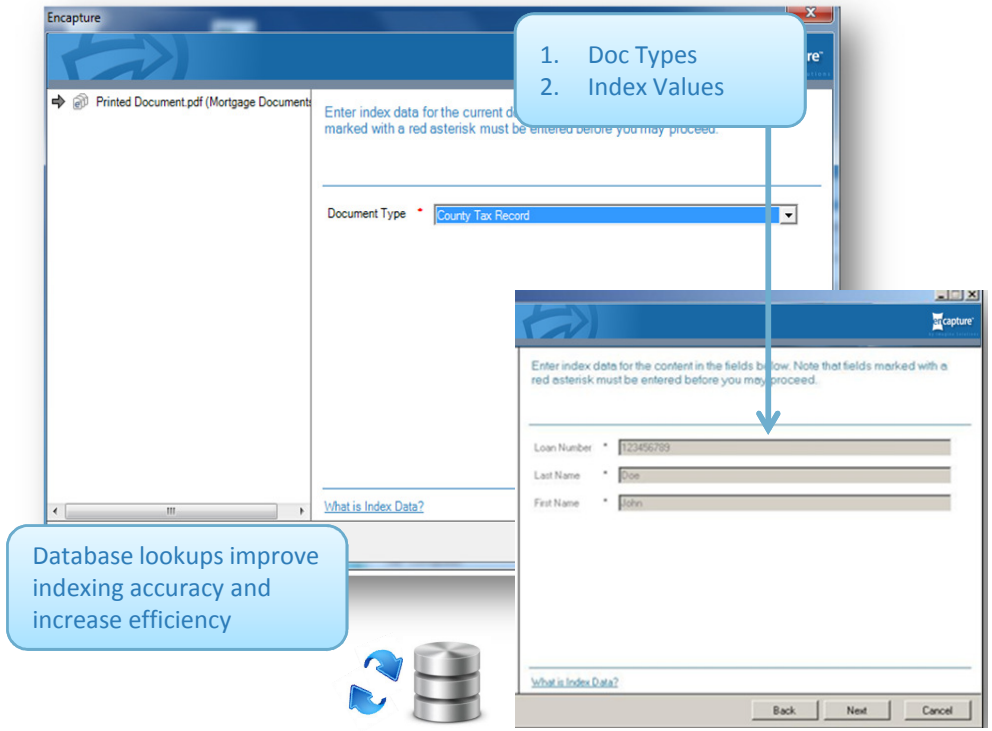
Capture Wizard Enabled
Any Application

encapture

Transactional Capture

Potential Initiating Sources

- Microsoft Outlook
- Lotus Notes
- Microsoft Office
- Business Applications
- Case Management
- BPM
- E-Form Packages
- Windows File System
- Desktop Applications
- Websites
- Ad Hoc Print Requests
- Document Request Notifications



Imagine Solutions' Point of View on Distributed Capture

Continued migration from centralized to distributed capture is inevitable

The cost and customer-experience benefits are too great to ignore

The knowledge and motivation to correctly classify and index content is greatest at the point of transaction

Given the right tools and incentives, this model works

The role of advanced document recognition tools will evolve over time

From key-stroke elimination to content validation

Distributed capture is an integral application for large enterprises

Expert integration into core applications and business processes, administrative functions, and security layers

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Stop the Couriers

Situation

- Bank with 700+ branch locations in 21 states
- $4MM in annual ground and air courier costs (36,000 miles/day)
- Desire to set stage for comprehensive image workflow

Decision

- Executive mandate to stop courier fees
- Deploy distributed and advanced capture to the branches
- Solution must be “as simple as a fax machine”

Solution

- Analyzed shipped content: 120 document types = 90% of volume
- Created rules for auto-classification of documents
- Branch staff place unsorted documents in MFD for capture and “hit the green button”
- Complete chain-of-custody audit trail
- Images sorted and routed to 5 lines of business
- **Accelerated customer transactions**
- **Minimal staff training requirements**
- **High employee satisfaction**
- **Eliminated $3MM expense run-rate within six months of implementation**

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Automate the Back Office

Situation

- Top national mortgage servicer experienced pain from misrouted documents and errors resulting from manual paper handling
- Average intake of paper documents = 900 per day

Decision

- Design and build a digital mailroom solution that would scale rapidly while eliminating the misrouting of documents to departments and eliminate the latency of physical routing of time-sensitive correspondence

Solution

- Scan incoming mail and route images to the appropriate downstream departments
- Ability to send documents in FileNet to customers via email, fax, etc.
- Streamline processing of returned mail for logging status and entering corrected addresses
- Significantly reduced the misroutes and likelihood of fines/penalties of being of out compliance with service levels
- **Average daily volume doubled during the project implementation**
- **Five (5) FTE savings**

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Learn More, Sooner, About Your Content

Situation

- State human services agency experiencing increased demand for services and benefits experienced delays in services due to:
  - Manual paper processes
  - Limited access to information
  - Errors
  - Lack of storage

Decision

- Make it easier to capture citizen documents
- Replace paper forms with electronic forms
- Make the content available to 'work' at any of the 23 branch locations, any time
- Build business case for case management and distributed capture

Solution

- Encapture deployed on MFP at remote branches
- Datacap deployed to perform auto classification and selected data extraction for 11 document types
- Over 5,000 documents are committed to the system each day
- Reduced the need for filing cabinets, more secure citizen information
- Fraud investigations are conducted more efficiently and more completely
- **Eliminated the need for transportation and manual indexing of case files**
- **Met increased citizen demand without increasing staff**

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Summary

Technological developments have made available a new array of distributed capture use cases with major operational benefits:

- Paper should be made digital at first point of touch.
- Transactional Capture should become part of a business's core applications.
- Quick ROI can be achieved by the Accessibility, Acceleration and Automation phased approach to Distributed Capture.
- Together Imagine Solutions and IBM provide world-class Distributed Capture solutions.