



# 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



## 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.

# Distributed Capture

Attacking business problems at the source has benefits



## Digitize

Reducing manual paper handling results in major cost savings.



## Understand

Automatically – and accurately - identify and extract important information from documents



## Accelerate

Run business processes more quickly and respond to customer requests faster by automating data extraction from documents



# IBM Datacap

Extracting value from business documents



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



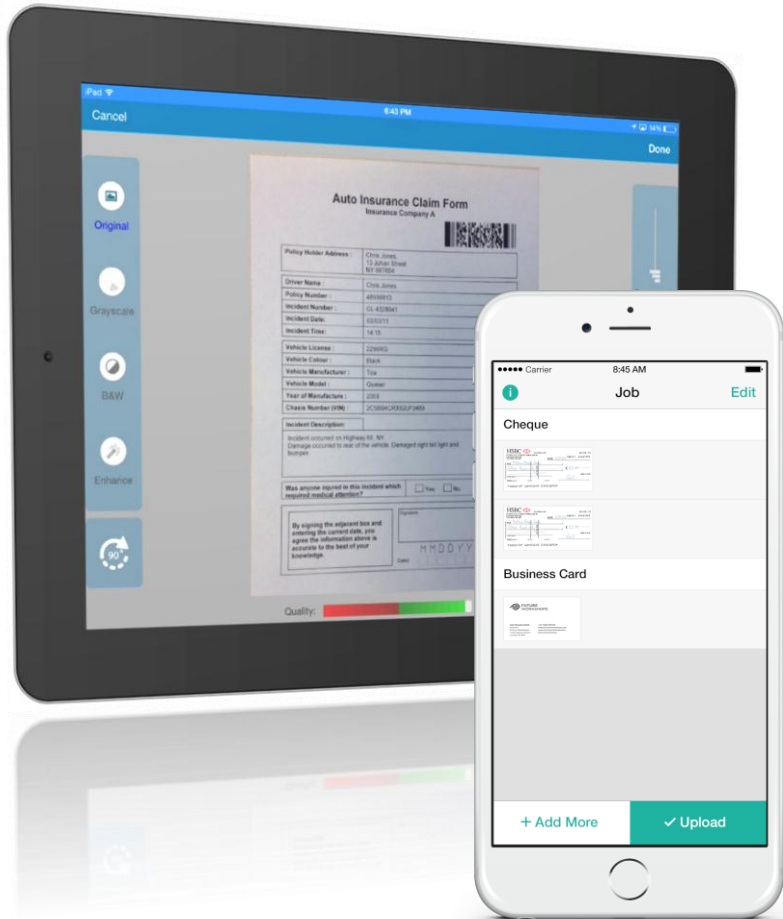
Automated Document Identification, Data Extraction and Classification for fast & accurate document processing



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

# Datacap Mobile Capture

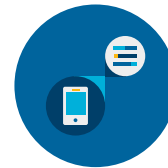
Respond to elevated expectations and create value out of immediacy



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



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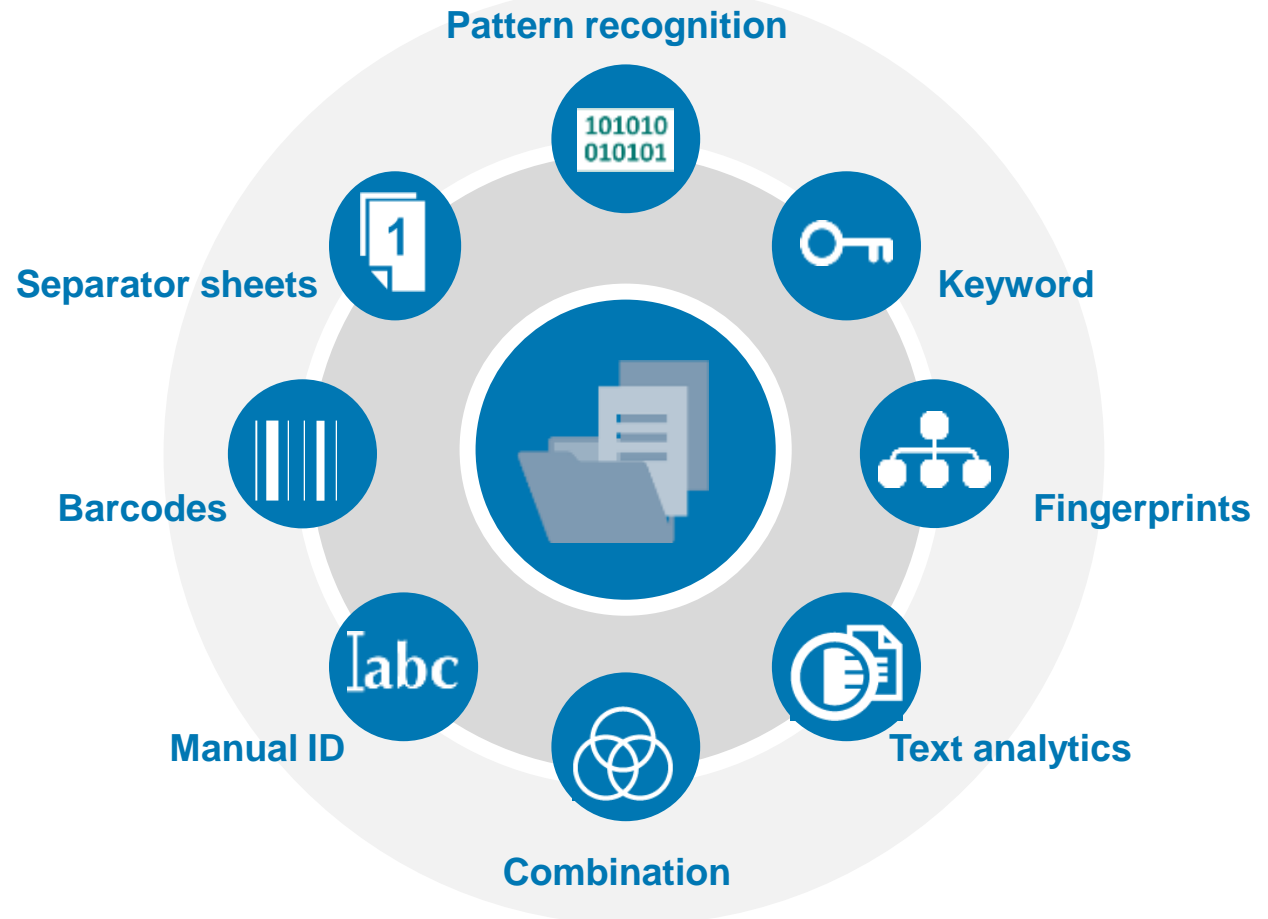
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# Automatically Identify & Classify Documents

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 JUANITA AVE  
GLENDDORA  
CA 91740 US

**Ship To John**  
Synex Inc  
128 AA JUANITA AVE  
GLENDDORA  
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

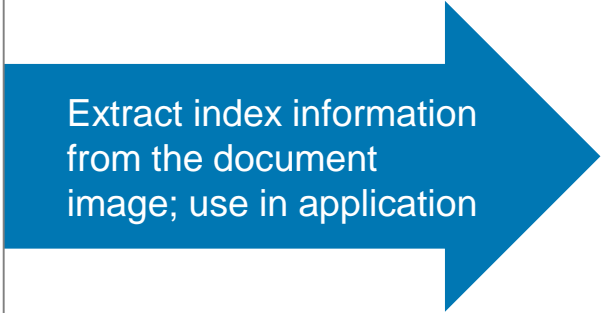
Line items

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!

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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



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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 shows a SharePoint 'Browse' page for 'Focus Corporation'. The page displays a list of documents under the 'Contracts' folder. A blue cloud icon with the word 'box' is overlaid on the list. A circular diagram with four icons (a monitor, a person, a document, and an OCR camera) is overlaid on the right side. Arrows indicate data flow between the cloud, the circular diagram, and the document icon.

Name	Size	Modified On	Major Version
Contract for Lease 21-11345	100KB	10/10/2014, 2:03 PM	1
Contract for Lease 21-11345	720KB	10/10/2014, 2:25 PM	1
Part 1 of 3	110KB	10/10/2014, 10:00 AM	1

# The Next Generation of Capture with IBM Datacap



## Ongoing deliveries of new functions & capabilities



**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.

# Cognitive capture processes documents the way humans do

Classifies and extracts information from documents that have never been seen before

- Examine the layout for clues about document type
- Read & analyze the content
- Draw conclusions & take action
- Understand and learn from new knowledge and provide feedback



Text analytics finds data within unstructured text.

Training and previous experience are applied to identify documents or sections of a document automatically...

**Document=**  
**Legal Inquiry**



**Smith Law Firm**

Jason G. Smith

Attorney at Law  
Bar Roll #08854  
Notary Id #49983

February 18, 2013

**CERTIFIED MAIL  
RETURN RECEIPT REQUESTED  
8022 3345 000 5737 8944**

YFCV Investment, Inc  
100 W Main Ave  
Oklahoma City, OK 74500

Attention: Ben H. Davies

**RE Claimant:** Elvir Sinanovic  
**Date of Accident:** January 20, 2013  
**Location of Accident:** Bonsai Village Apartments, Main Road, New Roads, LA

Please be advised that this office represents the above named claimant for injuries sustained on the date indicated, as a result of a trip and fall accident that occurred on the premise of the referenced location. If you were insured at the time of this accident, it is suggested that you turn this letter over to your insurer for a response.

Jason G. Smith

# State of Hawaii

## Department of Human Services



“

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

Capture from MFPs and desktop scanners in customer services centers, automated document recognition & data extraction results in better data quality and fewer errors which leads to hands-off completion of most applications – and faster Case processing

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

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



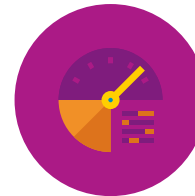
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## Understand

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## Accelerate

Faster cycle times thrill customers, help the bottom line



