

# SOLVING YOUR WORKFLOW WOES WITH AUTOMATED DATA CAPTURE

Up to 80 percent of business-critical data is trapped inside unstructured and unmanaged documents. The only way out, until recently, was through inefficient and error-prone manual data entry.

Now there's a better way: automated data capture. Automating your data capture gives department managers and process owners the ability to classify documents, extract and validate critical information, and update the necessary business systems — all electronically and automatically.

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### 3 REASONS TO AUTOMATE YOUR DATA CAPTURE

By automating document processing with structured and intelligent data capture technology, you:

1. Reduce manual effort and dramatically improve employee productivity
2. Increase workflow accuracy and speed for better operational efficiency
3. Customize services to fit your unique needs, giving you an edge over the competition

In this ebook, we'll delve deeper into how each of these pillars can make your employees more innovative and productive, and your organization more efficient and competitive.





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## REDUCE MANUAL EFFORT AND BOOST PRODUCTIVITY

If any part of your workflow requires someone on your team to manually read documents and enter data, then you know: The process is slow, tedious and error-prone.

This bottleneck results in rising costs and lost hours as employees are held up doing menial tasks that, while necessary, are low in business value.

However, there is a solution. Automated data capture (ADC) tools and technology - which automatically read printed or handwritten documents, extract required data and sync with your existing workflows - free employees to focus on higher-value tasks and projects.



## 3 BIG WAYS AUTOMATED DATA CAPTURE REDUCES MANUAL EFFORT — AND BUSINESS COSTS

Incorporating ADC into your workflow results in three major benefits:

### 1. Reduce manual effort and boost productivity

An ADC solution cuts down the amount of paper you need to handle, as well as the document preparation you need to do. Best of all, you'll no longer need to transport piles of documents around the office and between buildings or pay for costs like storage, couriers and file destruction.

Meanwhile, paperwork gets easier because you capture documents where they originate, on a wide variety of devices, *without* the need to manually sort or insert separator pages prior to the scanning stage. Intelligent data capture tools automatically sort and identify documents — plus, you can configure them to automatically determine to whom the document should be sent, notify that individual and then deliver it electronically.

### 2. Speeds the capture of electronic documents

Using ADC tools like intelligent capture technology results in an even faster and easier capture process.

This is because intelligent capture:

- Reads machine-printed characters, hand-printed characters, barcodes and marks like check boxes and filled circles
- Captures all file formats (like Word, Excel and images) automatically from email inboxes and file-sharing services
- Imports documents directly from most applications, further streamlining workflows

Intelligent capture also empowers you to classify documents regardless of type or where information is located on documents. In fact, some solutions even include tools to ensure files are optimized for data extraction.

### 3. Eliminates manual data entry

With ADC, you eliminate errors as well as the most tedious aspects of paperwork processing. That means your employees won't have to manually process business checks, or go through mail to extract the information you need.

Even for a small team, reducing the manual data entry effort surrounding document processing lowers labor costs, accelerates business processes and improves customer service by ensuring employees have up-to-date information at their fingertips. By scaling ADC across a larger department or organization, it yields even better results.



## **BOOST OPERATIONAL EFFICIENCY THROUGH INCREASED SPEED AND ACCURACY**

When it comes to ADC, process owners and department managers often focus on the most obvious benefits of time and cost savings from capturing information electronically and automatically extracting data.

But these aren't the only advantages.

The fact is, the more quickly and accurately you acquire the data you need, the more successful your department and more profitable your organization will become. You'll be able to handle current and increasing workloads with existing staff, help meet overall strategic efficiency goals and meet internal or external SLAs more easily. Through automated tools and intuitive user interfaces, ADC also leads to higher levels of operational efficiency.

Let's take a closer look at the tools and functionality of ADC solutions and how they support more accuracy and speed in your workflows.



## Accuracy

When you catch errors and resolve them on the front end, fewer people need to handle and resolve the issues later, potentially saving time and money. Automated data capture software is also configurable to validate business rules, ensuring all information is complete and correct before moving further downstream.

A robust ADC solution is capable of:

- Efficiently processing documents in different file types, in different languages, across different departments
- Validating and repairing data according to information that exists in other systems
- Empowering staff to easily verify and correct data wherever it can't be done automatically
- Seamlessly passing content along to your core business applications
- Performing error-free calculations on numerical information for financial and budget purposes
- Eliminating indexing errors such as duplicate data entry by pulling information from other systems
- Automatically delivering data and documents to the right departments and individuals



## Speed

Automated data capture technology that includes intelligent capture speeds information processing from days or weeks to mere hours through automation. With faster workflows, your department or organization can better meet current and increasing business demands.

A robust ADC solution will:

- Immediately update other business systems with the most recent and accurate data
- Integrate with all back-office systems and repositories to ensure employees have instant access to the documents and information they need
- Save time spent correcting inaccurate data further into the decision-making process
- Report related analytics in real-time





## Insight

Ultimately, having immediate access to metrics and key performance indicators allows decision-makers to gain insight into the capture process and take decisive action, while still maintaining control of regulation requirements.

## CUSTOMIZE SERVICES TO FIT YOUR UNIQUE NEEDS

Is automated data capture right for your organization?

Chances are, **it is**. Notable for its flexibility, ADC gives you the ability to customize your solution to fit all of your specific requirements – and solve your unique business challenges.



## What are the benefits of ADC?

For example, Siemens turned to ADC to improve invoice processing operations and integrate with its many instances of SAP. Since its adoption, the solution has grown within the company, and its power has proven to be priceless for the company. Now receiving 3.5 million invoices from vendors worldwide, the ADC solution's ability to quickly learn and accurately capture new invoices, as well as those in more than 20 different languages, has been crucial to maintaining and increasing process efficiency.

With ADC's built-in intelligence, Siemens extracts over 50 data fields from each invoice. And the integration with SAP has boosted process automation across shared services by an average of 30 percent due to the automated validation and delivery of data to Siemens' core systems.

# What are the ADC use cases?

Advanced data capture solutions – also referred to as intelligent capture – meet a variety of business-process needs across departments and industries.

Consider the following examples:

Department/Industry	Process
Accounts payable	Invoices
Accounts receivable	Remittance and checks
Human resources	Payroll, benefits changes
Higher education	Application and transcripts
Government	State income tax refunds
Financial services	Loan documents
Insurance	Claims
Healthcare	EOB processing, claims, payment reconciliation, patient record classification

# What are the benefits of ADC?

The right ADC solution is flexible enough to automate the processing of nearly any document type.

ADC includes powerful features like:

- Capturing data from structured, semi-structured and unstructured business-critical documents
- Finding common data in uncommon locations, eliminating the need for pre-configured templates in different document profiles
- Requiring minimal IT maintenance with a system you can implement in a matter of days or weeks
- Serving as the front-end capture tool for any enterprise content management (ECM) or line-of-business (LoB) solution
- Working seamlessly with your current or planned content services strategy
- Integrating with enterprise resource planning (ERP), content management, data management systems (DMS) and departmental and business systems without disruption
- Data capture solutions have the flexibility and scalability to meet your business needs, now and into the future. The right solution provides ROI from day one — and from page one —giving your organization the competitive edge.

## CONSISTENT AND EFFICIENT

Automated data capture solutions help your organization meet efficiency, service and compliance goals by removing slow, menial manual tasks. As information flows through your organization, ADC creates a consistent process to ensure accurate information reaches those who need it as quickly as possible - ending your workflow woes.

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