



SOLUTION OVERVIEW

Hyland Intelligent Document Processing for Business Correspondence



AI-powered business correspondence capture, classification and data extraction

High volumes of mailed, faxed and emailed correspondence make it difficult to provide timely responses. Wading through the incoming correspondence to determine the type of request and how it must be processed is time-consuming for staff. Without advanced data extraction, document capture can become a bottleneck for timely reimbursement and compliance.

Hyland Intelligent Document Processing provides optical character recognition (OCR) review of documents, AI-powered business correspondence classification and intelligent data extraction of key fields to reliably expedite the intake of business correspondence and speed action.

Benefits


- **Speed reimbursement:** Faster processing enables quicker response times to positively impact revenue.
- **Strengthen security and compliance:** Reduce the risk of a PHI breach by automating the review of sensitive and private information, so it can be processed within compliant guidelines.
- **Reduce staff burnout and costs:** AI-powered classification and extraction reduces manual work for correspondence.
- **Improve data accuracy:** Intelligent character recognition, electronic data extraction and validation reduce errors and exceptions.
- **Diminish paper usage:** Transitioning to digital documents contributes to environmental sustainability.
- **Improve staff efficiency:** Reduce time spent wading through mail and free staff to focus on completing other related tasks before the deadlines.
- **Enhance process visibility and administration:** A web-based interface and low-code process designer simplify administration, deployment and expansion.
- **Simplify automation building:** This highly scalable capture and processing platform can address enterprise-wide IDP use cases.
- **Leverage the power of AI:** An integrated online learning engine allows the platform to continuously improve, enhancing correspondence processing efficiency and reducing the need for human intervention.

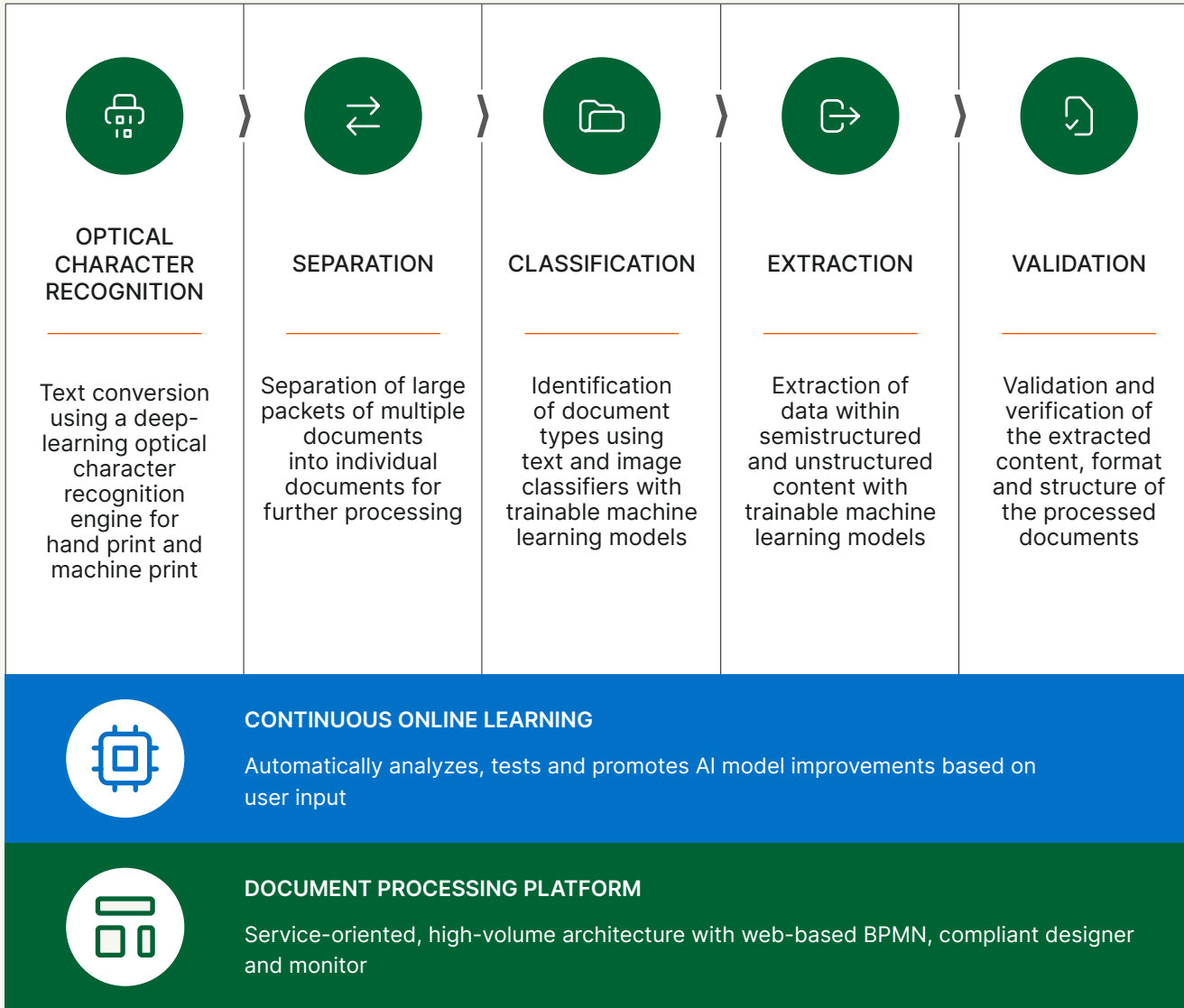



Hyland Intelligent Document Processing

Hyland™

Alfresco
Nuexo
OnBase
Perceptive Content

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Multichannel capture



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Enterprise applications

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