opentext™

Solution overview

OpenText Cloud Capture

Automate data extraction and barcode recognition
to simplify fax and email document processing

- **Save** time and reduce costs
- **Optimize and automate** fax data capture
- **Increase** data accuracy and delivery

Enterprises are constantly looking for ways to accelerate business processes and workflows with minimal errors. Delays, errors and bottlenecks are a growing concern due to the manual processing of inbound fax and email documents. Manually re-keying information from documents is error-prone, inefficient and causes longer delays downstream, costing an organization more time, money and profitability.

OpenText™ Cloud Capture combines capture with cloud fax technology to extract data from faxed documents and connect information to key back-end systems faster and with higher accuracy than manual processing. Capture technology automatically extracts and intelligently routes data to the appropriate system, allowing enterprises to unlock the full value of data in fax documents. Many industries also rely on fax to support important workflows or business processes. Applying capture technology to faxed documents extracts content and transforms it into data, whether from a purchase order, a patient's lab results or a loan application. This process optimizes and automates workflows with structured data and speeds business processes.

Save time and reduce costs

By supporting businesses in their goal to automate and reduce the time and expense of manual document sorting and data entry, combining fax with capture technology saves money and improves business processes. Organizations gain quick and easy access to critical information while improving productivity.

opentext™

Cloud Capture simplifies business process automation of incoming documents with a global fax network built for reliability, scalability and security to reduce risk, enable compliance and accelerate time to revenue.

Optimize and automate fax data capture

Cloud Capture speeds the many inbound fax workflows and shortens cycle times, giving organizations quick and easy access to critical information. Converting these documents into actionable information significantly reduces manual handling and human error. Data suitable for driving intelligent, automated fax workflows is generated, along with processes that reduce expenses and improve worker productivity.

Increase data accuracy and delivery

Data from faxes and email attachments are automatically and accurately captured before being delivered into business systems. Cloud Capture accepts documents from traditional fax machines, email accounts or integrated systems using a Web Services API. This improves the quality and speed in which business information is processed.

Features	
Reliable and scalable data capture	• Provides the scalability to process fax and email documents quickly, regardless of volume via multiple geographically dispersed data centers and points of presence.
Fully outsourced service	• Deploys quickly (typically within three to four weeks) at no risk or capital cost and integrates seamlessly with existing infrastructure and workflow systems.

Security and privacy tools	• Supports the delivery of monthly audit reports, helping organizations comply with the latest data privacy and security mandates. Standard and custom reports include:
	  • Daily transmission status reports delivered by email, SFTP or Web Services API.
	  • Metadata reports on the date and time of receipt of faxes and emails, number of pages, email address origination and transmitting fax machine, if applicable.
	  • Specific data fields that were captured.

Cloud Capture relies on OpenText™ Fax2Mail™, the leading, most secure global cloud fax network, to receive faxes and emails. With best-in-class security policies and procedures, compliance bound organizations trust Cloud Capture to protect and deliver their data from faxes and email documents with unmatched reliability. Optical character recognition (OCR), intelligent character recognition (ICR) and intelligent document recognition (IDR) technology automatically extract data, including barcode data, from faxes and email attachments needed for efficient delivery into back-end systems. The service supports a variety of formats, including TIFF, PDF, PDF-A and searchable PDF.

A large retail pharmacy operator wanted to automate expense report processing using a barcode on the report. Cloud Capture applies OCR to locate and read barcode data from incoming faxes to a fax number provisioned exclusively for this application on a customer's Fax2Mail account. The barcode data is included in the subject line of the email, along with the original fax image, to be delivered to the customer's expense system for downstream processing. In the event no barcode is found, the received fax image is emailed to an alternative address for manual processing.

opentext™

Fax

Email

API integration

opentext™ | Cloud

Fax Services

OCR/ICR /IDR

Document classification and separation

Data extraction

Formats, transport index and image data

Customer ERP or processing application

OpenText Cloud Capture combines capture with cloud fax technology to extract data from faxed documents

opentext.com/contact   Twitter | LinkedIn