

# EMC CAPTIVA INTELLIGENT ENTERPRISE CAPTURE SOLUTIONS

Reduce costs and accelerate document driven business processes with real-time capture

## ESSENTIALS

- Reduces high labor or outsourcing costs from manual document processing
- Creates a competitive advantage by eliminating errors and delays in processing critical business documents
- Enables better customer service by creating enterprise-wide consistency and transparency of document processing
- Optimizes business processes by streamlining the flow of information to key backend systems, processes, and content repositories
- Reduces risk of regulatory non-compliance by eliminating delays or errors in processing paperwork or inappropriately retained
- Real-time capture processing at the first touch point produces immediate results and faster turnaround times

Intelligent enterprise capture solutions are invaluable for organizations wanting to streamline document-driven business processes. Intelligent enterprise capture solutions help drive significant process improvement and cost reduction for paper-intensive processes such as property and casualty claims, new account openings, mortgage lending, accounts payable, new customer on-boarding, and others. By transforming paper into actionable electronic information, organizations can reduce costs, improve the efficiency of business processes, eliminate processing errors, and ensure regulatory requirements are met.

But not all capture solutions are created equal. Many require manual processing steps for preparing documents before scanning. Others don't support key requirements— from high volume batch capture to branch or regional office capture. Some are built to address specific capture requirements, such as accounts payable. And still others aren't seamlessly integrated with business process management and content management solutions, delivering an incomplete solution.

As capture solutions become much more prevalent, organizations are seeking ways to consolidate their IT environments and invest strategically in business partners who are capable of providing a tightly integrated, end-to-end solution that encompasses capture, process automation, and archiving. EMC can help.

## PROVEN INTELLIGENT ENTERPRISE CAPTURE SOLUTION

EMC® Captiva® intelligent enterprise capture solutions help organizations transform high volumes of documents into actionable data for use in vital processes and applications. By combining intelligent capture with process management, organizations can dramatically reduce costs, errors, and risks by ensuring that complete information is available when and where it's needed.

EMC Captiva delivers the ability to capture documents and data anywhere from knowledge workers in regional and branch offices, and high volume capture in a centralized mailroom. Captiva intelligent enterprise capture automatically connects content from documents with your business systems. Automated classification and data extraction tools transform documents into ready-to-process business data, saving money and increasing accuracy.

Thousands of organizations have turned to EMC to help address their challenges around document-driven processes that are central to how their business operates. In many cases these organizations have moved from legacy capture applications that

REDEFINE

SOLUTION OVERVIEW

EMC<sup>2</sup>

had become outdated and were failing to support their business needs. The change resulted in significant benefits include dramatic reduction in manual processing costs, elimination of processing errors and delays, and reduced risks from being out of compliance.

Captiva intelligent enterprise capture solution streamlines many types of document processes:

- New account opening
- Accounts Payable (Invoices)
- New employee on-boarding
- Patient admissions
- Legal contracts
- Mortgage lending
- Property and casualty claims
- Insurance underwriting
- Account servicing
- Tax filings
- Social services
- Prescription fulfillment
- Shipping/receiving
- Patient insurance/financial services

## **A NEW LOOK AT CAPTURE—LEADING THE CHARGE WITH REAL-TIME CAPTURE PROCESSING**

EMC is leading the way to provide organizations with comprehensive intelligent enterprise capture capabilities. Customer expectations have dramatically changed demanding immediate results from their capture systems. This expectation applies not only to the capture and conversion of physical content, but also digitally born content created in office applications, web applications and social media.

Forward thinking organizations are addressing this multi-dimensional approach to capture, identify areas of opportunity to implement process automation practices, and various technologies in ways that bring captured information into the appropriate business process. Document capture should no longer be thought of as a point solution technology; rather, it is an integral part of a business process that can be leveraged at any point within a process. Capturing information at the leading edge of a process and the first touch point of content brings the content under corporate control faster and more securely.

By delivering a complete intelligent enterprise capture solution, EMC is the only vendor to provide a solution that supports both centralized and distributed branch office scanning with real-time capture processing, advanced document identification, enterprise-class scalability required to address solutions across multiple departments and locations, and the design and development tools to quickly develop and integrate capture with critical business systems and processes.

## **HIGHLY SCALABLE AND FLEXIBLE ARCHITECTURE**

EMC Captiva intelligent enterprise capture platform was developed from the beginning around a highly scalable and flexible architecture. Leveraging a modular architecture, the platform can process a few thousand images per day to several million. For large volumes—when an organization is processing several million pages per day, for example—the EMC Captiva platform can scale across multiple servers in either a centralized environment or spread out across many locations.

EMC Captiva Capture server employs unique parallel processing technology which allows multiple clients to work on the same batch at the same time. Documents are virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back the server for re-assembly and completion. No other product in the market rivals the scalability or flexibility of the EMC Captiva solution.

## EMC CAPTIVA SOLUTIONS

### EMC Captiva Capture: Enterprise capture

- Base platform for all enterprise document capture needs—from high volume batch to branch and regional office capture
- Flexible design environment for building simple and complex capture processes without any coding, using drag and drop process design tools, point and click configuration, and customization of processes through scripting

### EMC Captiva Advanced Recognition: Intelligent document recognition

- Recognizes all types of documents including structured forms, semi-structured and unstructured documents, replacing expensive document handling and processing steps
- Reduces manual data entry and errors through intelligent data capture

### EMC Captiva Web Client: Browser-based web client distributed capture

- Browser-based web client access to document scanning and capture platform with real-time advanced recognition and data extraction capabilities
- Easily deploy and maintain web-based clients for scan and indexing documents at branch and regional offices
- Eliminate delays with shipping and handling business critical documents between offices

### EMC Captiva Real-Time Services: Real-time capture processing

- Discrete capture services that bring the full power of Captiva to mobile and line-of-business applications
- Bypasses the mailroom to quickly get content into a business process
- Ultra-high availability, highly scalable, and real-time response

### EMC Captiva Invoice Capture: Invoice document and data capture

- Faster invoice processing and improved data accuracy
- Reduce invoice data entry tasks and automate data verification
- Key part of EMC's end-to-end accounts payable solution

### EMC Captiva Mobile Capture: Tools to capture-enable mobile applications

- Easier and faster way to capture-enable and deploy mobile applications
- Quickly converts any camera-equipped mobile device into a powerful tool to capture information at the point of contact
- Deliver exceptional image enhancement and correction capabilities directly on the mobile device

## DELIVERING A COMPLETE CAPTURE SOLUTION

Only EMC is able to deliver a broad-range and market-tested set of capture capabilities that maximizes the value, addresses the wide range of capture requirements, and meets enterprise requirements:

Functional Area	EMC Advantage
Intelligent document classification	Saves valuable time and reduces the manual pre-sorting of documents through automated document identification
Intelligent data extraction and validation	Reduces manual data entry and ensures the accuracy of information being delivered to other business systems
Branch office scanning and indexing	Reduces shipping costs and processing time through easy-to-deploy web-based scanning and indexing client
Capture process designer	All new unified design client that enables IT to quickly and easily to build a capture project without any coding using drag and drop process design, point and click configuration, and integrated testing environment
Capture desktop client	All new desktop client for capture operators that can be easily customized for all types of capture tasks – image quality review, document assembly, high-speed data entry and indexing, high speed data correction, and data validation
Modular architecture	Provides unparalleled flexibility in defining and managing a capture process
Secure platform	Provides tight audit trails as documents are captured and processed
Flexible development environment	Enables organizations to quickly develop capture flow processes to handle the routing of documents, extraction of data, and validation of information, thereby meeting their business requirements
Application monitoring and reporting	Proactively monitors the enterprise capture and content management systems. Automatically addresses many known conditions and alerts key line-of-business owners before error conditions affect important business functions
Process integration	Connects seamlessly into various backend databases and content management systems like EMC Documentum®, EMC ApplicationXtender®, MS SharePoint, and others
Mobile capture enablement	Provides on-device image capture and clean-up, server-side RESTful services, and mobile image enhancement filters and quickly converts any camera-equipped mobile device into a powerful tool to capture information at the point of contact
Real-Time Capture Services	Provides REST-based services that are designed to meet emerging needs of mobile and line-of-business applications that use the full power of Captiva to quickly get content directly into a business process

## AN INTEGRAL PART OF EMC CASE AND CONTENT MANAGEMENT SOLUTIONS

EMC Captiva intelligent enterprise capture solutions are one piece of a complete end-to-end solution for managing the lifecycle of documents, from paper records to transactional documents. EMC case management and enterprise content management solutions provide organizations with a solution framework and a category of applications that enable near-turnkey deployment of a wide range of business solutions—all from one vendor.

### NOW TAKE IT TO THE CLOUD

To address the challenges affecting IT organizations today, EMC provides a revolutionary approach: EMC Managed Services OnDemand (MSOD), an “instant-on”, pre-configured, cloud-based solution, complete with the highest level of security and the ability to customize applications to address your unique business challenges, integrate with other business systems, and leverage existing infrastructure.

EMC MSOD solutions provide a complete stack of industry-leading products and solutions, including EMC Captiva, related EMC enterprise content management products, EMC storage, RSA security, VMware virtualization, and technologies from Vblock partners, Cisco and Intel. By eliminating IT infrastructure expenses as well as delays acquiring hardware and installing software, EMC MSOD helps customers save time and money, while leveraging EMC experts to maintain and optimize ongoing system performance.

### MORE LEADING COMPANIES COUNT ON EMC CAPTIVA SOLUTIONS

More than 5,000 companies and government agencies use EMC Captiva solutions to reduce costs, improve information accuracy, and accelerate business processes. EMC counts 18 of the top 25 companies in the Fortune 500 as Captiva customers and serves businesses in the insurance, financial services, public sector, and healthcare industries, in addition to many others. Each day, these organizations process millions of forms and documents using EMC Captiva intelligent enterprise capture solutions.

#### CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller, visit [www.emc.com](http://www.emc.com), or explore and compare products in the [EMC Store](#).

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