

EMC Captiva Solution for the Digital Mailroom

Centrally capture, classify, and deliver all incoming documents

The Big Picture

- Increase productivity and cut operating costs by automating manual, paper-based processes—from the mailroom to the end user
- Boost efficiency by automatically collecting incoming information, then prioritizing and routing it in the appropriate formats to the right departments and personnel
- Automatically streamline delivery of mission-critical information into front-end and back-end business systems and repositories
- Improve information accuracy through reduced reliance on manual document sorting, routing, and data entry
- Minimize regulatory and e-discovery risks brought on by paper documents that have been incorrectly delivered, misfiled, destroyed, or simply lost
- Ensure system accountability with high-level tracking and auditing

Today's organizations receive huge volumes of data and documents daily in a variety of forms and from a variety of sources. Utilizing manual processes such as sorting, scanning, distributing, and entering data to process this information increases costs, reduces productivity, and introduces risk.

The EMC® Captiva® solution for the digital mailroom acts as an enterprise-level front door to incoming data and documents. It automatically collects checks, invoices, bills of lading, correspondence, claims, loan papers, and many other document types—in hard copy or electronic form—and immediately analyzes and then distributes the data to the department, personnel, front-end business process, or back-end systems that need it. Captiva provides a single point of entry to your enterprise content management system.

Other document imaging applications can classify documents, then capture and deliver the required information; but they require significantly more human intervention. By comparison, the comprehensive and flexible Captiva solution for the digital mailroom automates manual processes to enable organizations to dramatically reduce paper-based operational costs, accelerate business processes, instantly make strategic use of more accurate data, and reduce the risks of inaccessible information. The results are significant savings of time and money.

Gain a clear return on investment

Most organizations devote far too many resources to handling incoming information and receive far too little value in return. Why print digital documents and then enter them into a manual system? Captiva does just the opposite—it turns all incoming paper documents into readily actionable electronic information. Captiva automatically and centrally manages the entire mailroom process enterprise-wide at less cost and with significantly better results than is possible with manual methods. And because it automates manual tasks, Captiva frees employees to engage in higher value, more strategic activities. The return-on-investment benefits are many.

Captiva enables greater document and data control, allowing organizations to get the most out of their most valuable resource—their information. Gaining this control benefits companies by enabling them to improve customer service, ensure regulatory compliance, and increase employee productivity, among others. Intelligent document classification, data capture, and distribution capabilities help speed cycle times, cut operating expenses, and ensure information accuracy. These capabilities also provide process controls and a digital audit trail.

The comprehensive and flexible nature of Captiva is itself a huge benefit, enabling organizations to standardize on a common enterprise capture processing platform that is easier and more cost-effective to support, train on, and learn than point solutions.

Some benefits are not easy to quantify, but are no less important. For example, as a single source for tracking documents and interactions, Captiva helps organizations share knowledge along the entire value chain, thus strengthening client/partner relationships. Captiva also helps cross-functional teams work in unison, rather than in isolation, through tight integration between its front-end capture capabilities and the processes, systems, and repositories inherent to content management systems.

Solution components

There are several essential components to the Captiva solution for the digital mailroom.

Capture

Captiva works with scanners, multi-function devices, mail extractors, web browsers, fax servers, and e-mail systems to centrally process all incoming documents—no matter how, or in what format, they enter the system. It first determines whether the document is a scanned document image or a digital file (for example, a Microsoft Word document attached to an e-mail). Images are enhanced in a rigorous process that includes despeckling (removing unwanted pixels, usually introduced via scanning), deskewing (properly aligning an image), and noise reduction.

Classify and extract

Captiva classifies document images for proper routing to business systems, individuals, and departments, much as you would handle paper. It applies several layers of sophisticated classification technology to automatically identify documents (including multi-page and multi-level documents) for appropriate routing—no sorting, separator sheets, or barcodes required. The system's multiple text-based and image-based analysis methods enable it to identify many more documents much more quickly than is possible with products that require pre-sorting.

Deliver

Captiva enables organizations to eliminate shipping costs, paper storage costs, and manual intervention while gaining greater information security. Organizations can dynamically deliver images and data in multiple formats by exporting to content repositories (such as EMC Documentum®, Microsoft® SharePoint®, and others) and to business systems and databases (such as SAP®, Oracle, Microsoft, and others). Out-of-the-box exports make setting up information delivery to other systems easy, while the system's simple graphical user interface enables easy customization. Captiva can even initiate a process or workflow based on the document type and data.

Track and audit

Captiva provides a complete system monitoring console for capturing and tracking critical statistics as paper is converted into digital content. The administration, monitoring, and reporting tools track the incoming documents from capture to release, alerting system administrators as soon as openers and sorters scan the documents. These statistics, in turn, can verify the mail volume entering an enterprise, alert system administrators of bottlenecks, and more. System performance can be monitored onsite or via the Web to ensure maximum system throughput at all times.

More leading companies count on EMC Captiva

More than 5,000 companies and government agencies use Captiva solutions to process millions of forms and documents every day. Captiva counts 15 of the top 25 companies in the Fortune 500 as customers and serves businesses in the insurance, financial services, government, and healthcare industries, among others. Whether you are just exploring the use of enterprise capture in your organization or looking to replace an outdated capture system, EMC and its partners are here to help.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.

“EMC Captiva’s ability to integrate with Standard Life’s service-oriented architecture and Captiva’s intuitive user interface help us deliver customized functionality to our internal customers. When Personal Pensions asked us to index national insurance numbers so they could more easily track customers, we were able to do that very quickly. The solution also is more open, so we can deliver images and metadata to any one of our applications.”

—Peter Thomas, Senior Analyst,
Information Systems, Standard Life



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Take the next step

To learn more about the EMC Captiva Solution for the Digital Mailroom, visit www.EMC.com or call **1.800.607.9546** (outside the U.S.: +1.925.600.5802).