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OpenText™ TeleForm

Intelligent document and data capture

"Improved information access and knowledge sharing are seen as the strongest benefits of scanning and capture. When combined with the more immediate financial benefits of increased productivity and reduced office costs, this produces a win-win situation."

AIIM MARKET INTELLIGENCE INDUSTRY WATCH, 'CAPTURE AND BUSINESS PROCESS'

In today's fast-paced business environment, it is important to be able to streamline critical business processes to improve client service, drive cost reduction and ensure compliance with policies. Nowhere is this challenge greater than for the wide range of document-driven processes that service the needs of customers, suppliers and employees. Until documents are captured and their content is understood, the organization is unable to take action.

OpenText TeleForm automatically captures, classifies and extracts information from paper and electronic documents using powerful recognition technologies and creating accurate process-ready content in real time. By eliminating time-consuming manual document sorting and data entry, TeleForm streamlines document-driven business processes and delivers a significant and rapid return on investment.

TeleForm provides a single platform for capturing all documents at the point they are received by the organization, across different departments, businesses, and geographies. This unified approach to document capture improves business operations across the enterprise through process acceleration, cost reduction, lower compliance risk, enforced process consistency and increased information security.

Unlock the Potential Knowledge in Documents

When information is locked away in paper and electronic documents, it is virtually invisible to an organization. Not only does this represent a large, unquantifiable risk, it also blocks your ability to leverage a rich source of business information. TeleForm solves this problem by capturing documents, understanding the important information they contain and placing them into a secure electronic repository so they can be managed correctly and fully exploited to benefit your business.

TeleForm is a multi-channel solution for capturing information from documents received via mail, fax, email, the internet and mobile devices. Using advanced recognition and pattern-matching technologies, TeleForm understands structured documents such as

PRODUCT BENEFITS

- *Automatically capture, classify and extract information from paper and electronic documents and convert it to process-ready content*

- *Eliminate manual document sorting and data entry using automatic document classification, and information extraction*

- *Accelerate processes, improve service, reduce costs, and lower compliance risk to deliver rapid return on investment*

- *OpenText™ TeleForm captures and understands all documents, enabling benefits to be leveraged across the organization*

- *Integrates seamlessly with OpenText™ LiquidOffice and Enterprise Information Management systems to provide a single platform for automating business processes that fully leverages all information sources, paper and electronic, structured and unstructured*

application forms, semi-structured documents such as invoices and sales orders, and unstructured documents such as letters and contracts. This unrivalled flexibility has enabled thousands of TeleForm users worldwide to fully leverage the benefits of automation across the enterprise.

Integrate Information, People and Processes

In the modern enterprise, information and processes are pervasive, and the effectiveness and quality of their management directly influences the success of the business. Because of this, enterprises are increasingly turning to integrated Enterprise Information Management (EIM) solutions to orchestrate the flow of information and tasks between workers and computers to complete a business process.

TeleForm integrates with OpenText™ LiquidOffice and other EIM software to provide you with a seamless platform for automating your business processes. You can fully leverage all information sources—paper, electronic, structured and unstructured content—to guide and automate decision making and optimize business outcomes.
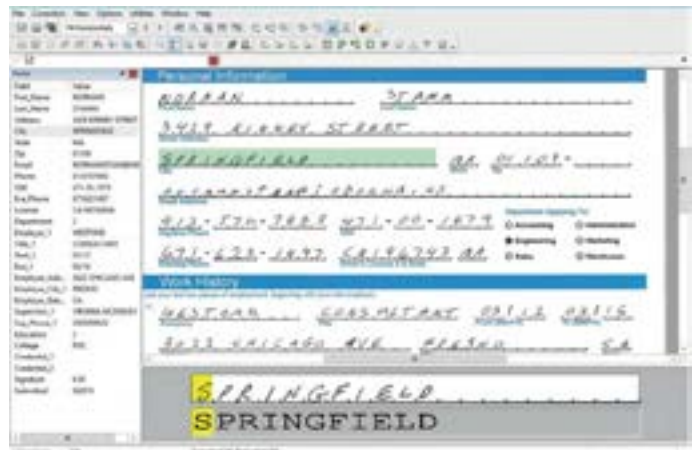
Key Business Benefits

By automating the creation of process-ready content from paper and electronic documents, TeleForm enables you to:

- Improve customer, supplier and employee service by initiating business processes as soon as documents are received, reducing latency and delays

- Reduce costs for manual document sorting and data entry by up to 80 percent in individual departments or across the organization

- Minimize risk of fines and damage to business reputation that arise from non-compliance by ensuring that paper-based information is stored securely

- Improve staff productivity by allowing knowledge workers to focus on value-adding tasks rather than time-consuming document sorting and data entry

- Ensure business continuity in the event of flood, fire and other catastrophic events by reducing the amount of unsecured paper moving around the organization

- Improve control by tracking and auditing the capture of documents from the point they are received at central and remote sites

- Improve visibility of information within the organization by converting paper documents into electronic information that can be shared easily between multiple employees and departments

- Increase data quality by eliminating human data entry errors, reducing costly and disruptive exceptions in downstream business processes

- Free up expensive office space by eliminating on-site, long-term paper storage requirements

Intelligent Information Capture

TeleForm makes it possible for organizations to classify and extract information from documents in real time. The technology behind TeleForm allows you to form an understanding of virtually all your information, structured and unstructured, both inside and outside the enterprise.

This ability to understand content in any language gives TeleForm the power to capture, classify, and extract information from any paper or electronic document regardless of its origin or type. With TeleForm's intelligent capture capabilities, organizations can succeed in a more unstructured and distributed world where traditional computing technologies can no longer keep pace.

Automatically capture information from documents

Intelligent Document Recognition

TeleForm Intelligent Document Recognition technology automatically extracts index information from any document without human intervention, regardless of its layout. Leveraging a range of supporting rules-based technologies, IDR is able to automatically identify the precise nature of any document and extract individual fields, multiple lines, or entire tables of information.

TeleForm IDR automatically locates information buried within a document using advanced pattern-matching techniques. IDR is vital for extraction of semi-structured documents, such as invoices and sales orders, and unstructured documents, such as letters and contracts, since the variation in layout makes pre-defining the location of the required information impractical or impossible.

Optimized for Scale and Accuracy

TeleForm is purpose-built for high volume, enterprise applications where scalability, accuracy, security, and compliance are critical to the business. Whether automating your document-driven processes in a single department or across your entire enterprise, OpenText provides a complete suite of capabilities for capturing and understanding all content.

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Customer Solutions

- **Legal**: Case documents, client engagements, contracts

- **Accounting**: Expense reports, invoices, statements, purchase orders, time cards

- **Customer Service**: Order forms, warranty claims, service requests, consultation forms, work authorizations

- **Human Resources**: Application forms, enrollment, evaluations, request forms, consent forms

- **Marketing**: Customer surveys, event registrations, product evaluation forms, questionnaires

- **Production**: Work orders, requisition forms, shipping documents, receiving documents

- **Government**: License applications, census forms, tax forms, vehicle registration forms, business and building permit applications

- **Education**: Student applications, test results, financial aid applications

- **Healthcare**: Claim forms, prescription orders, patient encounter forms

- **Pharmaceutical**: Case report forms, patient surveys, research forms

- **Finance**: Loan applications, credit reports, new account applications, claims forms

Intelligently recognize documents and information

When document-driven processes are originated at remote locations, such as branch office or in the field, TeleForm enables you to capture documents at the point they are received using remote web and Mobile capture. This is a vital capability in the modern business environment, where speed is of the essence and delays caused by physical shipping of documents can negatively affect customer service.

At every stage of the capture process, TeleForm validates extracted information to ensure that all content is fully authenticated and accurate before it is delivered into business processes and repositories, reducing downstream processing exceptions. TeleForm provides the flexibility to create complex business rules and logic to implement checksum algorithms, perform cross-field validation, and to verify information against external data sources.

Learn more at engage.opentext.com/products/teleform

www.opentext.com/contact