



## DataServ

Leveraging EMC Captiva to increase productivity, reduce support costs, and help business grow

### Benefits

- Increases year-over-year productivity
- Enables expansion of global service offerings and increases penetration in existing accounts
- Reduces IT support efforts and expenses for remote scanning and data capture clients
- Increases customer satisfaction with easier remote capture, higher image quality, faster document processing turnaround time, and greater deployment flexibility

### Business overview

DataServ, a provider of on-demand, technology-enabled business services for finance and administrative functions, serves more than 8,000 users at more than 750 mid-sized and large companies in 15 countries. DataServ provides state-of-the-art solutions for managing the full lifecycle of business content—including electronic document capture, e-mail archiving, forms processing, web-based document distribution, management reporting, and more. The company's clients reap the benefits of purchased systems without the large capital expenditures and IT investment typically associated with these projects.

### Challenges

DataServ processes more than 60 different document types for its clients—everything from employee records and invoices to bills of lading, packing slips, and many others. For its larger clients, DataServ receives these documents directly, acting as a mailroom for the companies, and processes them onsite using a blend of custom desktop tools. Because the custom tools cannot be supported in most remote locations, many of the company's smaller clients send their documents to DataServ for scanning and processing.

### *Need for better remote scanning and data capture, plus the ability to capture high volumes daily*

“To eliminate shipping delays and the risk of lost documents, we needed a way for our clients to remotely scan, capture, and deliver information to our systems,” says David Berndt, chief information officer for DataServ and one of its founding partners. “And because our custom tools were extremely difficult to maintain and upgrade, we also needed a data capture solution with much lower support costs.”

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In addition, DataServ wanted a data capture solution capable of handling high volumes of scanned images so that the company could attract new clients, such as healthcare, retail, and manufacturing companies with needs to capture varied document types in a 24x7 environment. “The high-volume capability necessary to win a large healthcare prospect is what initially drove us to adopt EMC Captiva InputAccel,” says Berndt. “But the product’s functionality has enabled us to better serve all of our clients.”

#### **Business profile**

##### **DataServ LLC**

Global provider of on-demand, technology-enabled business services for finance and administrative functions

##### **Industry**

High technology

##### **Geographies**

Headquarters in St. Louis, Missouri, with satellite offices in Florida, Nebraska, and California

##### **Business solution**

Transactional content management, capture

##### **EMC products**

EMC Captiva InputAccel

##### **Deployment summary**

Using EMC Captiva InputAccel, approximately one million pages of more than 60 different document types, from 750 companies worldwide, are scanned and captured monthly—both at DataServ and onsite at client locations.

## **EMC Captiva solution**

Approximately 30 DataServ employees, across two shifts, use EMC® Captiva® InputAccel® to scan and capture data from client documents. Key fields in the documents are then captured via OCR templates or manually indexed by these employees and an outsourcing partner in India. (In the future, DataServ plans to use InputAccel for Invoices™ to automatically extract this metadata and facilitate invoice processing best practices.) After quality assurance review, the electronic documents are then delivered to DataServ’s content management system where workflow can be applied to manage approvals and other processes.

### ***Enabling clients to remotely scan and capture data***

After great success implementing InputAccel at headquarters, DataServ added EMC Captiva eInput™ distributed capture software. The remote capture solution enables any of DataServ’s clients, regardless of their geographic location, to scan documents into DataServ’s repositories directly from their offices. By logging onto a DataServ-branded website, clients use eInput to scan documents, capture data from the scanned images, and transfer the electronic files via the Web directly into the appropriate location in a DataServ content management repository.

“For example, if a vendor of one of our large clients accidentally mails its invoice to the client rather than to us, the client can go to our website, scan the invoice, and be confident that it will go through the same processes and checks and balances as the invoices sent directly to us,” explains Berndt. Many of DataServ’s smaller clients use eInput exclusively to scan documents and electronically deliver them to DataServ for processing, saving the client the time and money associated with shipping paper documents.

### ***Growing the business thanks to increased productivity, performance, and functionality***

Since implementing EMC Captiva InputAccel, the volume of information DataServ processes has grown threefold. “EMC Captiva InputAccel performed so much better and increased productivity so much more than the previous solution that we could take on additional business,” says Berndt. “And every year process improvements continue to increase productivity. Last year, for instance, we improved our productivity 23 percent over the previous year and at least half of that gain was due to finding new ways to leverage EMC Captiva.

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“Furthermore, being able to scan and capture high volumes at high quality has let us take on clients with more demanding capture requirements,” adds Berndt. “And being able to easily capture information remotely has enabled us to broaden our service offerings and increase penetration in existing accounts.”

### ***Slashing need for IT support***

Using *InputAccel* has also significantly reduced DataServ’s support efforts for all of its clients but especially for clients scanning remotely. “EMC Captiva *InputAccel* is so much easier for us to install and maintain, and for our clients to use,” says Berndt. “Minimal desktop requirements and a single, web-based download make installation easy, and the intuitive user interface makes training a breeze. Centralized management also gives us control over the user experience, helping us ensure that it’s positive.”

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**David Berndt, Partner and Chief Information Officer**

### ***Increasing client satisfaction***

Clients are pleased not only with easier remote scanning and capture. With *InputAccel*, they also benefit from higher image quality, faster document processing turnaround time, and greater deployment flexibility. And because documents no longer need to be mailed from the client to DataServ, clients no longer worry that their documents will get lost in transit.

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## Summary

Using EMC Captiva InputAccel has helped DataServ grow its business significantly. Reduced IT support efforts, high-performance, centralized control, and the ability to offer high-volume and distributed scanning and data capture have enabled the company to attract more clients and further penetrate existing ones—benefiting both DataServ and its clients.

## About EMC

EMC Corporation (NYSE:EMC) is the world leader in products, services, and solutions for information storage and management. Through information lifecycle management (ILM) strategies, EMC helps enterprises of all sizes manage their growing volumes of information—from creation to disposal—according to its changing value. EMC information infrastructure solutions are at the heart of this mission, helping organizations manage, use, protect, and share their information assets more efficiently and cost-effectively. The result? Information with greater business value and at lower management cost.



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