

EMC CAPTIVA DISPATCHER

Accelerate the flow of information with intelligent document recognition

ESSENTIALS

- Automatically identify all document types, replacing expensive manual document sorting steps
- Reduce manual data entry and accelerate processes through intelligent data capture
- Handle the complex capture of data from tables, including invoice line item data
- Powerful data validation that utilizes your business rules, so data is validated before being routed to workflows and applications
- Learn new documents while in production providing the highest accuracy and the shortest path to a rapid payback

EMC® Captiva® Dispatcher delivers high-speed, automatic document classification, data extraction, and routing of documents designed to help businesses manage the vast amount of incoming information they receive on a daily basis.

With Dispatcher, companies are able to scan mixed batches of structured, semi-structured, and unstructured documents within a single flow, without the need for separator sheets, barcodes, or patch codes. By combining Captiva Dispatcher with the Captiva InputAccel® intelligent enterprise capture platform, you can scan, classify, extract, and deliver data from nearly any kind of paper or electronic document, often without the need for manual sorting or data entry. The result is cost reduction and business process optimization, measures that can help save time and money while increasing the ability to manage the flow of incoming documents.

UNPARALLELED CLASSIFICATION FOR AUTOMATING DOCUMENT DRIVEN PROCESSES

One of the greatest strengths of Dispatcher lies in its ability to identify similar document types using innovative classification technologies. Dispatcher leverages both image- and text-based analysis to determine document types, automatically capture business data for search and archiving, or to drive transactional processes, and route documents to the appropriate department or personnel for processing. This technology works by automatically learning the attributes of existing documents and using them as a basis for classifying new, incoming documents that arrive throughout an enterprise.

By analyzing a document's general layout design to find recurring information, such as logos or other graphical elements, Dispatcher is completely language- and format-independent. In the case of semi-structured or unstructured documents, the system uses full-text engine results, looking for keywords and text phrases contained in a document to determine the document type.

REDUCING COST WITH AUTOMATED DATA EXTRACTION AND VALIDATION

Dispatcher performs automated data extraction and validation, reducing the need for manual data entry and ensuring accurate information is passed to back-office systems. Dispatcher includes several recognition engines that allow you to extract machine printed and handwritten text, check marks, and barcode information.

Dispatcher streamlines many types of document processes:

- Medical, dental, and insurance claim forms
- Policy applications
- New account applications
- Invoices
- Purchase orders
- Checks
- Correspondence notes
- Explanation of benefits (EOB) forms
- Patient records
- Legal documents
- Mortgage and loan documents
- Mailroom automation

For structured forms, Dispatcher extracts data using fast and accurate pre-defined zones. For less structured documents, like invoices or contracts, Dispatcher extracts data using more flexible, freeform recognition, enabling data to be extracted regardless of where it exists on the page. This broad set of recognition technologies and methods ensures that data is extracted with the highest performance and accuracy from structured forms, while also providing maximum flexibility to extract data from all document types.

AUTOMATED PRODUCTION LEARNING DELIVERS RAPID TIME TO VALUE

Captiva Dispatcher is powered by the most sophisticated technology that learns documents in your production workflow without complex setup and configuration providing the highest accuracy and the shortest path to a quick return-on-investment. By learning documents based on the visual layout, new document types can be automatically added to a project from day one of operation. Furthermore, operator input, data recognized, and business rules further automate the learning process associated with capturing data. This advanced technology requires no burden on operators, does not interrupt the process flow, and system projects are automatically updated without requiring an administrator to intervene. The technology works with all types of documents including forms and semi-structured documents like invoices.

LEVERAGING THE POWER OF INPUTACCEL

As part of the EMC Captiva intelligent enterprise capture solution, Dispatcher integrates seamlessly with InputAccel, providing a capture platform that supports both centralized and distributed capture environments. InputAccel custom capture process flows manage the end-to-end process, ensuring that documents are classified, data is extracted and validated, and information is delivered to all relevant content repositories and business systems. Leveraging InputAccel and Dispatcher together provides organizations with a complete solution that is capable of processing volumes ranging from few thousand documents a day to several million.

ORGANIZATIONS RELY ON EMC TO STREAMLINE THEIR PAPER PROCESSES

In today's competitive business environment, companies must take advantage of every opportunity to decrease cost, speed cycle time, and increase productivity. Whether your business is in financial services, insurance, healthcare, government, or other industry, Dispatcher is poised to handle all of your document processing needs. By leveraging proven technologies that automate the classification and data extraction of any type of document, organizations using Dispatcher can reduce the manual tasks associated with document preparation and data entry.

NOW TAKE IT TO THE CLOUD

To address the challenges affecting IT organizations today, EMC provides a revolutionary approach: EMC OnDemand, 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 OnDemand 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 OnDemand helps customers save time and money, while leveraging EMC experts to maintain and optimize ongoing system performance.

MORE LEADING ORGANIZATIONS 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, government, 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.

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.

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges contact your local representative or authorized reseller—or visit us at www.EMC.com

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