

# EMC Captiva FormWare

## Enterprise-level forms processing

### The Big Picture

- Automatically identifies, extracts, and perfects data from virtually any type of form
- Exports data into back-end databases or document or content management systems
- Speeds forms processing, improves information accuracy, and reduces operational costs

### Automating forms processing

EMC® Captiva® FormWare® is an essential tool for organizations processing large volumes of structured forms, including insurance claims, credit applications, tax forms, or any other type of standard business form. Regardless of the source, FormWare can collect, perfect, and export the data from forms to any database, workflow, document or content management system without the need for manual intervention.

### Out-of-the-box functionality, enterprise-wide scalability

FormWare is a modular solution comprised of various building blocks. The system is 100 percent scalable—it can be deployed at a departmental level or easily support an enterprise-wide solution when processing demands reach hundreds of thousands of images per day.

### A typical FormWare workflow could contain the following steps:

**Capture**—FormWare acts as a virtual “front door” to enterprise applications. This step also enables users to import images and electronic data streams from other sources, including unattended scanners, fax servers, and the Web. Single forms or batches can be scanned, flexible naming-conventions can be applied, and screen displays can be customized to provide a simple interface for scanner operators. A rescan module also allows users to easily rescan single forms that have been rejected at a later stage in the process without disrupting the overall workflow.

**Clean-up**—Once documents have been imported or scanned into the system, FormWare implements a rigorous, fully automated image cleanup process. Image cleanup may involve despeckling, “noise reduction,” deskewing, page orientation and border removal, as well as fourteen other image enhancement and pre-processing functions.

**Classification**—FormWare utilizes EMC Captiva’s unique page and document classification technology to identify document types.

**Data extraction**— FormWare uses multiple recognition technologies to automatically extract data from documents, beginning with the very first page received.

**Validate**—Extracted data is validated against existing data contained in databases, enterprise resource planning (ERP), enterprise content management (ECM), or other information system repositories.

**Export**—The export module outputs data and images in many formats, such as XML, PDF, HTML, ASCII, and Word. Interfaces to ODBC-compliant databases and ECM systems and storage and retrieval applications are available, and custom export formats can be easily implemented.

**Image quality control**—FormWare provides both unattended image quality checks and operator-attended visual inspection capabilities to ensure that optimal images are always captured. Inferior images are detected and routed back to the system for rescanning.

## A unique approach

A great strength of FormWare is its ability to enable high speed data entry when cleaning and scrubbing captured data. The system provides the user a high degree of flexibility in defining the rules that can be implemented when cleaning data to be processed. This unique approach reduces processing times, maximizes efficiency, allows for improved productivity, and sets FormWare apart from the competition.

## Easy setup and administration

With FormWare, system setup, administration, and maintenance are straightforward and include many options. EMC Captiva provides tools that enable flexible setup to create a truly enterprise-specific solution without the need for highly skilled programming resources.

FormWare provides system administrators with a record of all unprocessed, in-process, and completed work. The system can track performance data for OCR engines with an additional QA stats module. System administrators can view a summary of all jobs in progress and use that information to prioritize work or change system configurations to meet critical deadlines.

## True parallel processing

FormWare parallel processing capabilities enable multiple clients to work on the same batch at the same time to achieve maximum efficiency. Documents can be virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the system for re-assembly and completion.

## FormWare in action

One of the most noteworthy applications of FormWare is its use by tax authorities. FormWare is used by the revenue departments in numerous states to capture and manage the information contained on tax forms in an accurate, timely and cost-effective manner. Once the tax forms have been scanned, FormWare captures the original document, "reads" the data on the form via optical character recognition (OCR) technology, extracts the important data, and exports it to the revenue department's back-end systems. The result is a decrease in the costs of processing, storing, and retrieving processed information, improved productivity, and a reduction in cycle time for paper and electronic filing, as well as for remittance processing and funding transactions.



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### Take the next step

To learn about automated forms processing with EMC Captiva FormWare, visit [www.EMC.com](http://www.EMC.com) or call **800.607.9546** (outside the U.S.: +1.925.600.5802).