



# Input *Accel*®

Improving Information Usability  
Across the Enterprise

Information is the lifeblood of competitive companies. When critical information is trapped in files and folders, lying dormant in a fax machine or mailbox, or sitting unused in a stack of paper documents, it holds back operations ... it delays your response times to the critical needs of your customers, vendors, and partners ... it slows down your business to the point where remaining competitive is next to impossible.

For your business to remain competitive, you must have critical information at your immediate disposal, and be able to serve client needs unimpeded by the delays and high costs associated with an ongoing "paper chase." The solution is to convert printed information into electronic data and ensure time- and cost-efficient distribution of that data. The solution is InputAccel.

InputAccel is a complete information capture solution that will provide your business with a more effective method of coordinating, validating, and assimilating incoming documents. Not only will it empower your business with high-speed functionality in data capture, processing, and integration, it will even improve the integrity of business-critical data by removing opportunities for error.

InputAccel is already the solution for hundreds of globe-spanning companies, helping them collect and integrate external information into their systems. This enterprise-level solution from Captiva—the industry leader in input management solutions and services—transforms a deluge of external data into usable, business-ready content, no matter what its format or point of origin.

## Modular Flexibility & Customizable CaptureFlows™

The power of InputAccel resides in its modular architecture, which allows you to create customized CaptureFlows for your incoming data.

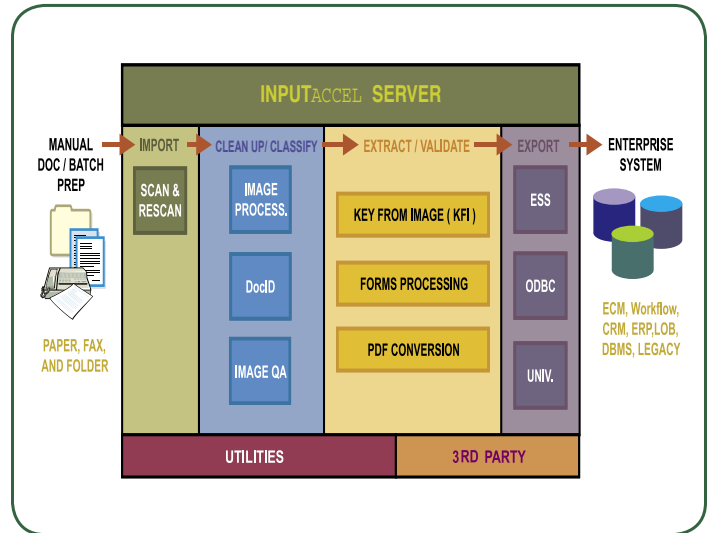
NOTE: A CaptureFlow™ is the series of steps through which a document is incorporated into your enterprise system. It is comprised of unique, user-determined tasks that execute, and ensure the integrity of, an information capture (e.g., Scan, Automatic Quality Assurance, Convert to PDF, Export). InputAccel can accommodate countless CaptureFlows for countless capture requirements.

This combination of a modular system and customizable CaptureFlows allows you to effectively design an enterprise-specific information capture solution, one that accepts your existing technologies and adapts to current and future needs. The following diagram details the basic functionalities of InputAccel. Within each step of the CaptureFlow, you select (or add or create) modules that best suit your enterprise needs.

### InputAccel Server

Governing the modules, client workloads, and CaptureFlows, is the InputAccel Server. The Server acts as a virtual manager and automatically routes data to the appropriate clients. The clients perform the work while the server "oversees" them.

The InputAccel Server is capable of automatic workload balancing, which will ensure you are getting the highest levels of productivity from all members of your staff, and it can spot and eliminate



bottlenecks by shifting data distribution. It allows you to create complex and diverse CaptureFlows, and it diligently maintains the integrity of the data being routed through each.

And only InputAccel allows for the incorporation of third-party modules into any and all CaptureFlows, resulting in a fully customized, enterprise-specific information capture solution.

The InputAccel Server runs under the Windows® Platform (NT, 2000, XP) and utilizes the power of Windows to improve performance (e.g., with memory caching), increase security, and monitor system performance via various reporting features, such as Performance Monitor and Event Log.

### InputAccel ScaleServer

InputAccel ScaleServer™ technology builds on InputAccel's core strengths to deliver highly customized solutions that can scale to any capture need or volume requirement. With ScaleServer in place, any InputAccel system can be expanded to include multiple InputAccel servers working in unison, allowing those servers to share client licenses across multiple servers (saving users money), and enabling connected client modules to process tasks from those servers.

In the event that one server goes offline, clients (attended or unattended) continue to receive work from other connected servers, ensuring a high availability of work for InputAccel clients and no downtime for operators, which greatly increases work efficiencies. Not only that, but with license sharing in effect across multiple servers, there can be a pool of client licenses readily available should volumes surge.



### Import

The first step in the information capture process is the importing of external data. This is where information is, in effect, acquired.

InputAccel's distributed capture capabilities allow system users to import images and data from any scanner (InputAccel provides support for more than 300 scanners at rated or better speed), fax machine, file system, or multifunction scan device. Security—always a concern when uploading information into your enterprise system—is vigorously maintained by the InputAccel Server utilizing Windows Domain Security, so administrators need not worry about enforcing security at each and every workstation.

InputAccel's scan module also supports leading scan technologies such as MultiStream™, by which both a full-color and a black-and-white image are generated from a single scan. Having both color images (easier to read by humans) and binary images (required for some automated technologies) produces the greatest flexibility within your information capture.

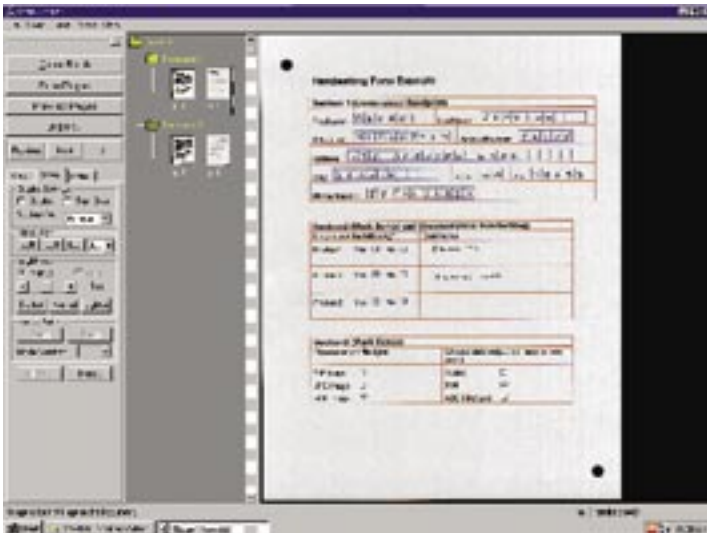


Figure 1: InputAccel allows you to pull both a full-color and a binary image from a single scan.

### Clean Up/Classify

Once documents have been imported or scanned into your system, InputAccel implements a rigorous, fully automated process in which documents are 1) cleaned up, 2) classified according to the business rules your enterprise applies, and 3) prepared for data extraction. Image cleanup may involve despeckling, "noise" reduction,

deskewing, page orientation, and other image preprocessing functions (see Figure 2)—whatever you decide to include in a specific CaptureFlow. The classification process involves automatically identifying the type of document utilizing page and document identification technology.

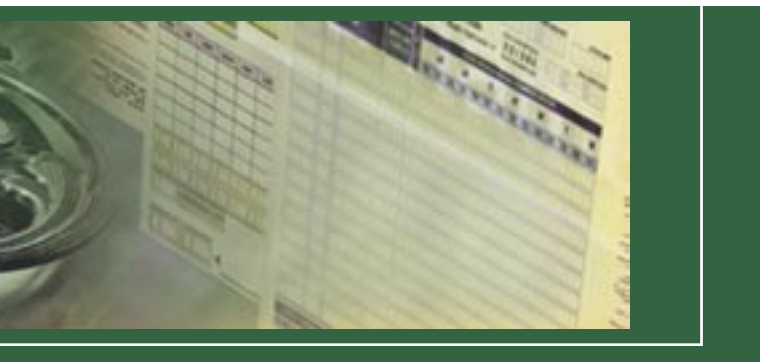


Figure 2: Image Enhancement displays the original image and the progress of each filter during processing.

InputAccel also provides DocID for automatic document classification. DocID is composed of three component modules: PageID, FormID, and FormID Edit. Other document capture products detect only the first page of a form, which can create countless errors and pose the danger of documents being in the wrong order. InputAccel's DocID modules allow users to mix single-page and multipage forms in the same batch while automatically breaking them into compound documents. This ability to handle diverse documents reduces, and can even eliminate, the need for batch preparation.

### Extract/Validate

Another way InputAccel stands apart from simple "document systems" and "process automation" products is with a complete set of modules for data extraction and validation, which can drastically reduce the amount of labor required for indexing, limit opportunities for error, and speed the flow of accurate information into your enterprise. (InputAccel also allows for multiple index or corrections operators working on the same batch, which further expedites the process: more hands on the job = more rapid job completion.)



From basic OCR technology to complete ICR and forms processing modules to PDF conversion (wherein PDF files are converted into searchable files), InputAccel has numerous, dynamic data extraction tools to suit the unique needs of your enterprise.

NOTE: If you are handling documents with many data fields across many pages (i.e., content-rich forms, such as those used in health insurance claims), Captiva's industry leading forms processing software, FormWare™, can be used within InputAccel.

Following extraction, data can then be validated by the enterprise-specific rules you build into a given CaptureFlow. Should a document or page within a batch be rejected for some reason, other documents within that batch may continue to be exported or processed. (InputAccel's cutting-edge functionality means that one rotten apple will not spoil the whole barrel.)

### Export

“Signed” (import), “sealed” (validated), and “delivered” (export). Export allows you to choose the destination and format of your now business-ready content. You can export at any level of the batch hierarchy, and into any combination of database, workflow, or enterprise-specific systems, and you may output in a wide range of formats (XML, PDF, JPEG, TIFF, ASCII, and more). See Figure 3 for an example of a standard export.

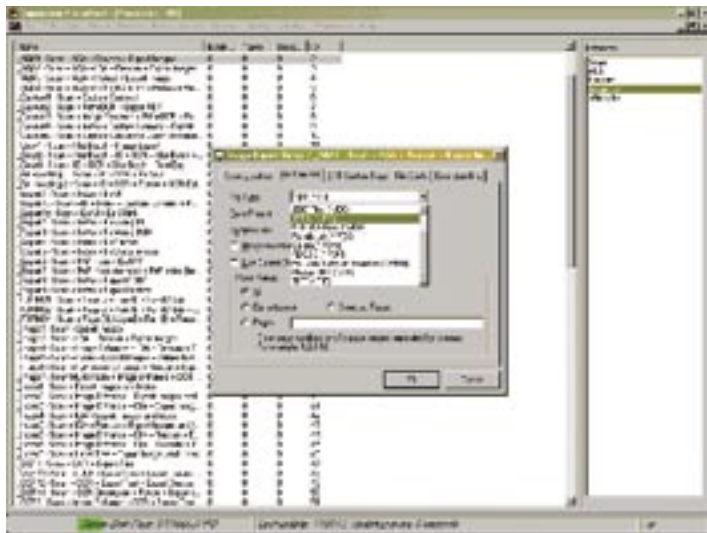


Figure 3: Image export setup.

Enterprise-specific export modules include Documentum Content Server®, eiStream®, FileNET®, IBM Content Manager®, Hyland

OnBase® and Open Text Livelink®. InputAccel also has universal export functionality, an XML export module, and an ODBC module that supports databases from leading vendors such as Microsoft®, Oracle®, IBM®, and Sybase®.

Should InputAccel's existing modules not fit your unique capture needs, the available source code and software development kit ensure easy integration of other technologies. Additionally, technologies from third-party providers can easily be integrated into InputAccel.

## Why InputAccel Beats Other Capture Applications—Hands Down

When you're ready to make the move to automated input management, InputAccel is the only choice. We encourage you to take a look at the competition and see if the solutions they offer are as flexible and extensive as InputAccel. There are other seemingly similar products out there that offer “process automation” and “robust document systems,” but there are dozens of reasons why InputAccel is the best choice—hands-down—for your enterprise needs. Here are only a few.

	InputAccel	Other Applications
<b>Architecture:</b>	Client/Server	Peer-to-Peer
InputAccel's client/server architecture means a higher level of security and more control over all processes and data. Peer-to-peer systems allow every user unfettered access to sensitive information and can create inconsistent data between workstations.		
<b>Processing:</b>	Push-Based	Pull-Based
Push-based processing ensures all clients remain busy; when a task is completed, the InputAccel Server immediately routes more work to the client, whereas pull-based processing can slow down the workflow by creating delays in delivering data (e.g., should a worker hold on to a batch).		
<b>Customizability:</b>	Multiple Methods	One Method
In addition to various wizards and VB scripting, InputAccel can also provide you with source code. Competitive products only provide scripting methods for customization, which means InputAccel is the only truly scalable system on the market, and the only one you can fully customize to meet your unique enterprise needs.		
<b>System Admin:</b>	Single-Point	Multiple Modules
Single-point system administration reduces opportunities for error and improves security, among other things. But when multiple modules are used to administer a system, errors are frequent, with multiple users not only altering the status of batches, but creating possible holes in security.		
<b>Indexing:</b>	Many Indexers per Batch	One per Batch
Simple common sense: The more indexing clients working a batch, the sooner that batch is indexed. With only one person indexing, a batch can be easily delayed, creating bottlenecks and running up costs.		

# The Proven, Signature Strengths of InputAccel

## 1. SCALABILITY: An Expandable Information Capture System

If a business isn't growing, it's dying. And as your business is growing or preparing for growth, you must make sure that your information capture system can accommodate such developments. InputAccel is 100% scalable; it can be deployed at a departmental level and be scaled up easily to an enterprise level. The system's modular architecture is designed to expand—compartmentally or system-wide—so no matter where growth occurs, you will never need another information capture system. InputAccel will grow according to your needs.

## 2. DISTRIBUTED CAPTURE: More Information from More Locations

The global economy has entirely changed the way competitive companies do business: some operations are conducted in-house, whereas others may take place overseas. InputAccel's distributed capture strength allows you to use resources wherever they are available. For example, your scanners may be in remote sites all over the world, while your indexing team is in London and your central offices are in New York. The InputAccel Server controls all processes as if they were taking place under one roof.

## 3. DIVERSE DOCUMENT CAPTURE: Countless Forms of Information, One Capture System

There are endless kinds of information out there, and sooner or later, your enterprise must face them all. But no matter what the document type and no matter what its processing requirements, InputAccel can convert it into business-ready data. InputAccel has a wide array of modules to handle virtually any requirements—e.g., a resume may require only image QA and key from image, whereas a medical claim may require a full-text OCR, zonal OCR, and PDF capture (see Figure 4 for examples).

Type of Document	Example	Ideal Capture Processes
Limited Content	Correspondence Resumes Marketing Materials Photographs	Image Quality Assurance Key from Image
Content Rich	Depositions Specification Reports FDA Submissions Medical Records	Full Text OCR PDF Capture Zonal OCR Key from Image
Structured Forms	Applications Insurance Claims Tax Returns	Forms Processing
Dynamic Forms	Invoices Bills of Lading Statements Remittance Reports	I-Form Dynamic Forms-ID Index

Figure 4: InputAccel can employ varied, content-specific capture processes.

## 4. COLOR SUPPORT: Full-Color Functionality

The array of information entering your enterprise isn't just black and white, which is why InputAccel can concurrently manage both binary (b&w) and color images. The color of an

image remains intact and accessible throughout the process—even on something seemingly as simple as color highlighting in a text document. Color images also produce more usable data and are essential when manual labor, such as keying from an image, is required (errors are drastically reduced when operators key from a color image over a binary image).

## 5. IMAGE TO XML SUPPORT: Ensuring Usable Information Is Readable Information

In 9.999 out of 10 cases at the enterprise level, data must be delivered across multiple applications, which is why InputAccel supports XML, the industry standard for sharing data across an enterprise. Empowered by this signature strength, InputAccel can output information that is instantly recognizable by other systems, saving your company heavy-duty integration chores and, more importantly, heavy-duty integration costs.

## 6. COMPATIBLE WITH YOUR ENTERPRISE SYSTEM: Seamless, Cost-Effective Integration

InputAccel is API-to-API compatible with enterprise content management systems from vendors such as IBM, Documentum, OpenText, FileNET, and eiStream, to name only a few. All key features, such as initiating a workflow or mapping document attributes, are supported, allowing you to take complete advantage of all the strengths of your existing system(s).

## 7. MODULAR ARCHITECTURE: Always Room for New Technologies

Technology always marches onward and upward, and your information capture solution must be able to accommodate new technologies. InputAccel's modular architecture means there is always room for more. You will not have to install a new system to incorporate new technologies, or to adapt to the new requirements that may arise within your company. InputAccel is all you need, now and down the road.

## 8. A PRODUCT AND A PLATFORM: Out of the Box and into the Enterprise

Every company has different requirements—some need only minor tweaks to their existing input management solution, whereas others need a complete overhaul. InputAccel can accommodate these needs and everything in between. You can choose to work with InputAccel's predefined modules and CaptureFlows, create your own, or use a combination of out-of-the-box solutions and customized modules. And as it's an open system, third-party modules are always easy to integrate.

## 9. PROFESSIONAL SERVICE & SUPPORT: More Than Just Software

In addition to InputAccel's easy-to-deploy applications, you will also find a trained staff of experts available to walk you through every process—people who will ensure that you are getting the most from your information capture system.

The InputAccel Professional Services Group has the expertise to help you build customized workflows before installation, and once you're up and running, ongoing technical support is available from the Technical Services Group. Combined with our fully customizable software, our service and support capabilities make InputAccel far more than just a product—InputAccel is a complete solution.

# InputAccel<sup>®</sup> Feature Summary

## MODULAR, OPEN ARCHITECTURE

- True Client-Server—TCP/IP via clients and server: clients process work; data resides on server
- ScaleServer—client modules may be connected to two or more InputAccel Servers enabling concurrent processing of multiple capture jobs and high availability of clients
- Asynchronous Processing—multiple clients can work on the same batch
- Push Processing—automatic work assignment ensures no clients remain idle
- Up to Eight Levels of Document Hierarchy—users' document hierarchy can remain unchanged (e.g., page, file, folder, drawer, etc.)
- Full Transaction Rollback Capacity—server data may be rolled back to last known good image in event of systems failure
- Windows Domain Security—maintains high-level security and can assign same permissions created with Windows User Manager

## CUSTOMIZABILITY

- Enterprise-Specific CaptureFlows—build customized CaptureFlows based on industry leading development environment using VBA
- 3rd Party Integration—allows for new and/or enterprise-specific technologies to be easily integrated
- API-to-API Integration—seamless assimilation with existing back end; system-specific exports include Documentum Content Server<sup>®</sup>, eiStream<sup>®</sup>, FileNET<sup>®</sup>, IBM Content Manager<sup>®</sup>, Open Text Livelink<sup>®</sup>, and Hyland OnBase<sup>®</sup>
- Software Developer Kit—3rd party applications may be “plugged in” or integrated into the InputAccel Server
- Multiple Customization Methods—wizards, VB scripts, SDK, and source code can be used to customize system

Captiva, creators of InputAccel, has won *Transform* magazine's Product of the Year Award for five consecutive years. Other products under the Captiva umbrella include:

- Digital Mailroom<sup>™</sup>: Capture, classification, and routing of all incoming mail (paper and electronic)
- FormWare<sup>®</sup>: Enterprise-level, customizable forms processing
- PixTools<sup>®</sup>: Extensive imaging toolkit for developers
- ISIS<sup>®</sup>: The de facto standard interface for high-level scanning
- InvoicePack<sup>™</sup>: Intelligent, OCR processing of a wide range of invoices and invoice data
- ClaimPack<sup>™</sup>: A vertical solution for processing HCFA and UB92 medical claims

Contact us today, and learn more about InputAccel and the rest of our award-winning document capture and input management solutions.



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## FLEXIBILITY

- Flexible Installation Process—tailor system to enterprise requirements; install enterprise-specific modules
- Distributed Capture—remote sites can deliver information to enterprise system
- PDF Conversion—can convert image or scanned files into searchable PDF documents
- Color Image Enhancement—process color images to InputAccel adding color detection, deskew, thresholding, and color drop-out capabilities
- ScanSoft OCR—utilizes development kit from ScanSoft, providing a faster OCR engine

## SYSTEM ADMINISTRATION

- Administrator Module—consolidates Supervisor functions; works with multiple InputAccel Servers; enables viewing and monitoring of existing batches, connections, and clients as tasks are processed
- Single Point Administration—reduces complicated and error-prone multiple module administration
- Output Pages—data may be output anywhere within the capture process, not only at batch conclusion
- Page Status Views—intuitive interface allows user to view page progress within a batch and easily catch bottlenecks
- Remote Server Monitoring—Reveille for InputAccel facilitates proactive, web-based monitoring capabilities and alert tools to assist system administrators

## SERVICE AND SUPPORT

- Professional Services Group—Captiva's PSG will help you create enterprise-specific modules and workflows before launch of software package
- Technical Services Group—Captiva's tech support will ensure input management systems continue to run smoothly, and reps are available for on-site visits