

KEY REASONS ORGANIZATIONS CHOOSE EMC CAPTIVA

Source: TechValidate Customer Survey with EMC.

46%

consider that the biggest single productivity improvement for most of their business processes is to remove the paper

- Source: AIM - Paper Wars 2014
An Update from the Battlefield

Our survey clients are saying...



Top 5 business benefits realized by customers using EMC Captiva

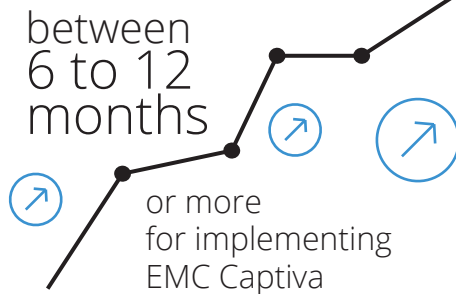
- ↑ Business process improvement, improved internal service levels, automated workflow
- ↑ Improved regulatory compliance and compliance readiness
- ↓ Reduction in operational and capital costs
- ↑ Improved security and risk management
- ↑ Return on investment/speed of payback

77%

of surveyed clients have been established EMC Captiva users for more than one year



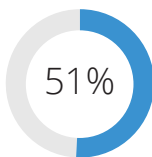
92% of surveyed clients have shown payback



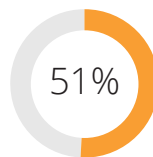
Top 3 reasons organizations are using EMC Captiva

- As part of a larger enterprise content management infrastructure
- Claims and invoice processing
- Digital mailroom, accounts payable automation, customer on-boarding

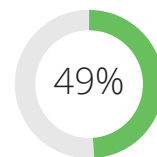
3 Key Reasons why customers chose EMC Captiva



Enterprise scalability of platform with high volume document processing



Robust features & capabilities relating to intelligent capture



End-to-end content management solution including business process management (BPM), archiving and content management



"With Captiva, we are able to quote new business within a matter of minutes as opposed to days. Also, users are now able to instantly see claims information and immediately respond to it."

-Source: Rick Gruly, IT Specialist, Grange Mutual Casualty Company

"Captiva has enabled us to quickly route and approve invoices that were taking weeks to approve in the past."

-Source: Operations Manager, State & Local Government