Enterprise Capture for Xerox® DocuShare®

A Professional Services Offering
Businesses have made progress in implementing the concept of a paperless office, but critical workflows in virtually every industry still depend on paper. Information in paper documents can’t be quickly searched or easily distributed, and important documents can get lost, mis-filed or destroyed. To reduce or eliminate their dependence on paper documents, businesses need a solution that manages the entire transaction life cycle electronically.

Enterprise Capture

Xerox’s Enterprise Capture is a services offering for integrating imaging and capture into a Xerox Content Management solution to eliminate paper, increase productivity and cut costs. The solution is ideal for paper-intensive transaction processing in virtually any industry, in applications such as case management, claims processing, accounts payable and much more. The offering allows capturing both paper and digital-based documents and forms of many types, and intelligently extracting data that can be used to analyze the document, automate approvals or other business processes around it; and share the extracted information with back-end enterprise systems.

With the Enterprise Capture offering, Xerox can leverage both Xerox components and third-party add-ons to configure either ad-hoc or distributed-scanning intelligent capture solutions. The offering integrates as a preferred data capture technology:

- ABBYY FlexiCapture® and Recognition Server

Other imaging and capture tools may also be integrated, depending upon customer requirements, including:

- Xerox® Process Automation
- DocuShare eForms
- Xerox ConnectKey for DocuShare
- Additional 3rd party capture solutions

ABBYY FlexiCapture

ABBYY FlexiCapture is a powerful data capture and document processing solution that works with precision accuracy to convert a broad range of document types into business-ready data. Organizations use FlexiCapture to eliminate paper with less labor and overhead. ABBYY makes data entry unnecessary by “reading” the content of documents and delivering the electronic documents and metadata to the Xerox Content Management system.

Capture tools enable organizations to:

- Automate manual tasks, including pre-sorting and data entry for business-critical documents.
- Ensure accurate, business-ready data output with ABBYY’s award-winning FlexiCapture recognition technologies and rules-based automated verification methods.
- Customize and integrate with DocuShare business processes.

Xerox Content Management

Xerox DocuShare is a proven, reliable and high-value enterprise content management (ECM) designed to support complex business processes throughout the enterprise. It supports large workforces of employees and external partners who submit and manage thousands of documents across the enterprise every day.

DocuShare is the ECM platform of choice for organizations that need to:

- Reduce costs related to existing paper-based business processes.
- Provide document management and process automation capabilities to a large community of distributed users.
- Support multiple, simultaneous processes and workflows that easily integrate with enterprise CRM and ERP systems, including human resources, finance, sales, procurement and customer support applications.
- Standardize methods of collecting, routing, reviewing, approving and distributing digital and paper documents.
- Improve employee effectiveness and customer response times.

Enterprise Capture Streamlines Workflows

Xerox’s Enterprise Capture offering delivers the following benefits:

- **Unprecedented productivity**: Enable immediate, secure access to information 24/7 from any device. Cut business process management from weeks to days or minutes.
- **Enhanced security and protection**: Create a disaster recovery system and support regulatory compliance so you never have to worry about protecting and accessing business-critical information.
Find Information Faster

Eliminate paper with minimal manual effort with the power of Enterprise Capture scanning and data capture, and manage the processes associated with the documents more efficiently through Xerox content management capabilities. Automated workflows replace the need to manually retrieve and distribute paper documents.

Once documents are in the ECM system, knowledge workers can find them by searching for keywords captured when the document is entered into the system. Users can even search for specific content within documents saved as searchable PDFs. DocuShare customers consistently reduce time spent finding information by 80 percent, and reduce operational costs by 50 percent.

Deliver Better Service

With business-critical data scanned and stored, organizations can deliver faster service. Data collected at the point of capture can be automatically imported into the ECM system, triggering other processes without manual intervention. Examples include:

- Accounts payable departments can avoid late payment penalties, improve their ability to collect early-pay discounts and have better visibility into cash flow with digital invoice processing. Invoices that match up to purchase orders in the system can be processed automatically, freeing employees for more rewarding tasks.
- Insurance claims are processed faster, in a more eco-friendly way when they are captured from mail or fax hardcopies then processed digitally. Customer satisfaction increases when customer service no longer has to look up information in paper records, possibly delaying answers to the following day. After a couple of clicks within DocuShare, answers are instantly available.
- Human Resource departments boost satisfaction levels when service levels improve. New employee onboarding can be streamlined, and open positions can be filled with fewer than half the steps when paper-based approval processes are eliminated.

The Enterprise Capture offering automates the process of capturing, storing and sharing information and managing workflows to make your workforce more productive.
Manage the Document Life Cycle

In addition to the day-to-day management of information and business processes, Xerox Content Management enables organizations to automate retention and periodic review of content to ensure it is current and compliant with Sarbanes-Oxley, Joint Commission, HIPAA, MoReq, ISO 15489, and other regulations, such as SEC requirements. You can:

- Automate timed-based events such as publication or expiration.
- Change the state or visibility of content based on specific dates.
- Ensure that users focus on needed, current content.
- Extend the scalability and optimize the performance of your content management system.

Implement an Affordable Solution

Departments and mid-market organizations may think an automation solution is not within their budget. But the Enterprise Capture offering solution is available at a price point suitable for a range of organizations looking to improve their ability to manage business-critical information.

Xerox® technology and services help automate and simplify your key document processes.

Xerox is a recognized leader in document and content services. We hold the Number One position for Managed Print Services (MPS) worldwide.¹ We processes billions of documents annually, with over 17 million data fields extracted from documents every day. With over 14,000 service delivery professionals across 160 countries we have the knowledge, resources and infrastructure to address your document needs.

Xerox® Content Management Services

We can help you automate and simplify a broad range of document processes in your organization by combining our content management and workflow platforms with the technical and domain expertise of our professional services organization. Based on the award-winning Xerox® DocuShare® enterprise content management platform, Xerox® Content Management Services help you capture, store, share and transform paper-based and electronic documents from a variety of sources—web, desktop applications, tablets, smartphones and MFPs.

Xerox Professional Services

Our Professional Services team can help you to deliver even greater efficiencies and ROI to your organization, maximizing the performance of your content management solution. We provide initial implementation services, system “Tune Ups,” upgrades, migration, integration and workflow services. We also deliver business and industry solutions to meet your specific requirements. We provide training workshops for your teams so end users adapt quickly and easily and administrators know the full range of Xerox Content Management features, customizations, updates, database optimizations, and capabilities to help you effectively manage your information.

¹As rated by Gartner, IDC, Forrester and Quocirca.