OnBase®
by Hyland

ACCELERATE AND AUTOMATE DATA CAPTURE WITH ONBASE

SPEED BUSINESS WITH ONBASE CAPTURE SOLUTIONS

Critical information comes into your organization constantly – in many forms and on many types of documents. But once it arrives, where does the information go and how does it get there? Is there a better way?

OnBase automates the data capture process – extracting vital business information and pushing it to wherever it has to go.

By automating data capture, your organization:

Improves process speed

- Enters information into your back-end systems faster with automated data entry
- Accelerates and improves decision-making by making accurate and up-to-date information more accessible to those who need it

Optimizes your workforce

- Increases knowledge workers' productivity by re-allocating them to higher-value tasks
- Improves customer service by giving staff immediate access to information

Reduces costs across the organization

- Lowers operational costs by reducing manual labor
- Reduces errors in your data through automated data validation
- Removes expenses associated with storing and transporting paper documents

"The solution reduced the amount of time a customer is waiting, it helped our purchasing department infinitely, and it's greatly reduced the labor involved in getting an order from a piece of mail into the mainframe."

– Ellen Pullman, IT manager, Johnson Smith

TYPES OF DOCUMENTS PROCESSED

OnBase automatically extracts information from any document. Typically, these documents are separated into three categories:

Structured documents: Largely consistent, like a standardized tax form or a loan application

Semi-structured documents: Format can and does change – such as AP invoices, AR remittances and student transcripts – while the contained data stays the same

Free-form documents: Format is different every time, such as cover letters for job applications and legal contracts

"We've reduced our cost per invoice by 69 percent in five years, from $3.88 per invoice to $1.21. We've boosted our invoice processing volume by 232 percent with no additional staff required."

– Nikki Head, senior assistant AP manager, Leggett & Platt

THE DATA CAPTURE PROCESS

OnBase capture solutions help your organization meet efficiency, service and compliance goals by automating manual tasks. As information flows through your organization, OnBase creates a consistent process to ensure accurate information reaches those who need it as quickly as possible.

Click each step to learn more:
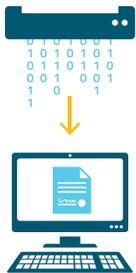
1 Acquisition   **2** Classification   **3** Extraction   **4** Verification   **5** Deliver
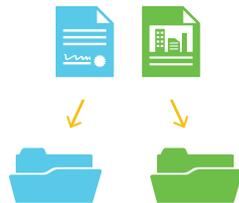
THE DATA CAPTURE PROCESS
Step 1: Acquisition
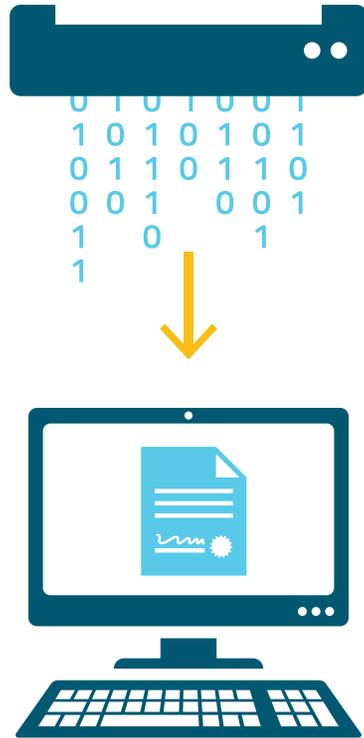
From hand-printed forms to customer correspondence, received either electronically or on paper, OnBase captures almost any document for processing. Once captured, it can perform many image clean-up functions like straightening the image, removing lines and dot shading or enhancing characters for the best automated data extraction results.

"Process performance can now be optimized and fully measured starting at the moment mail is received. We now avoid the time consuming, costly, and in some cases, unreliable use of the postal service."

– Michael Schwarz, head of IT, Sixt

THE DATA CAPTURE PROCESS
Step 2: Classification

OnBase automatically identifies each captured document, without the need for barcodes or separator pages. By automatically identifying a document or a set of documents, OnBase ensures it extracts the correct information from each page, no matter what business process they are a part of.

"We took a huge step forward by adding OnBase capture. We now scan more than 225,000 pages per month and no longer need to manually presort the documents."

– Gina Pask, manager of file management,
   PSCU Financial Services
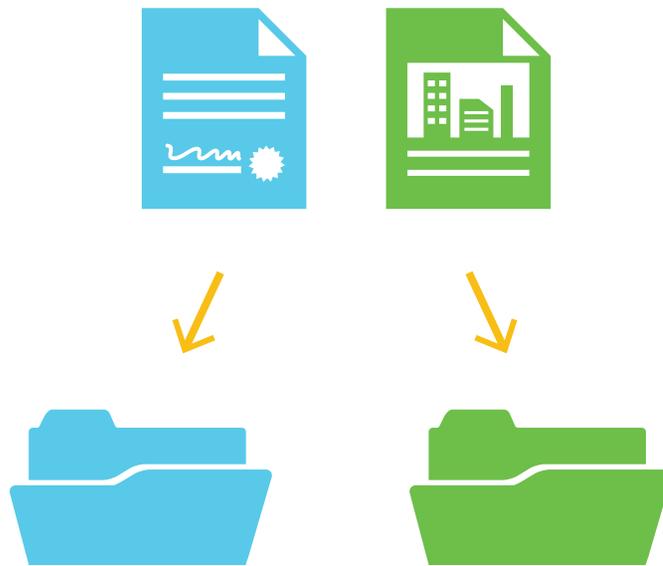
THE DATA CAPTURE PROCESS
Step 3: Extraction
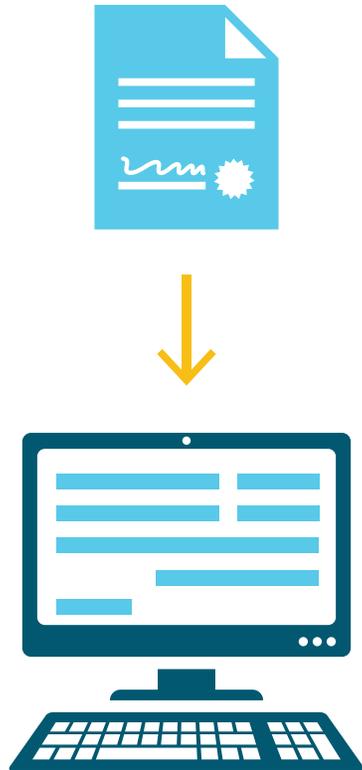
Using various technologies, OnBase reads information on the image, including typed, hand-printed, bar codes or marks like shaded radio buttons or checked boxes. OnBase uses advanced methods, technologies and tools to find the critical information on each document. After processing a document once, the capture solution remembers the location of each piece of information, accelerating processing even further.

"The implementation of OCR has been a tremendous asset to NU. Our number of days to process an invoice dropped dramatically, even after we reduced our processing staff by 40%."

– Clement Lewis, manager of AP & inventory accounting, Eversource

THE DATA CAPTURE PROCESS
Step 4: Verification

After extracting the necessary information, OnBase automatically validates the data against existing databases of information, including other back-end systems, or by applying user-defined business rules. Any remaining exceptions are flagged for review and presented to staff in a customized screen to best fit the way they work.
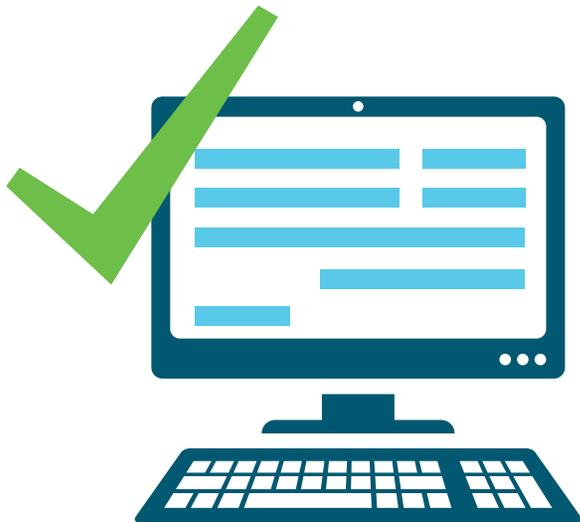
"As the business grew, we needed to find a solution to improve our speed and accuracy. OnBase capture has given us an enormous competitive advantage."

– John O'Neil, general manager, Yankee Candle Fundraising

THE DATA CAPTURE PROCESS
Step 5: Deliver

OnBase immediately sends the extracted information and original document to the relevant systems in your business process, including SAP™, Oracle™, PeopleSoft™, Lawson™, Epic, Guidewire® and most databases. The content management, case management and process automation capabilities in OnBase can also be leveraged for further processing.
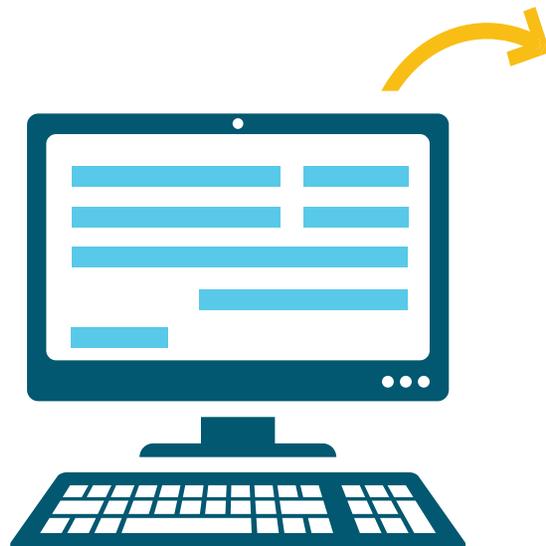
"We're required by law to make documents available for public record requests. OnBase allows us to quickly get our records into [our ECM solution] without manual indexing, so they are secure, backed up and available."

– Kendal Richardson, system administrator, Town of Gilbert, AZ

ONBASE CAPTURE SOLUTIONS

OnBase capture solutions benefit almost any business process involving document processing. A few examples of the most popular business applications are:

Healthcare:
- Explanation of benefits processing
- External medical records classification

Higher Education:
- Transcript processing

Financial Services:
- Loan processing
- Onboarding of customers

Insurance:
- Claims processing
- Underwriting

All Industries:
- AP invoice processing
- AR remittance and check processing
- General forms found in HR, sales, legal and finance departments

"Since implementation of our automated remittance and invoice processing solution, we increased the number of invoices processed daily from 10,000 to 16,000. This represents a 60% increase in productivity without adding any personnel to the centralized AR and AP departments."

– Luke Baardseth, IS development support manager, Fastenal

BENEFITS OF CHOOSING ONBASE CAPTURE SOLUTIONS

Embracing an automated data capture solution increases efficiencies and accelerates processes across your organization. OnBase capture solutions give your company the competitive edge you want with the flexibility and scalability necessary to meet your business needs and processes.

Simple solution customization

After initial implementation, an OnBase capture solution can easily be configured to better fit your solutions as they change over time. IT administrators customize their solution without the need for scripting and also make users' lives easier with customization options to better address business processes or user preferences.

OnBase grows with your organization

As your business grows, OnBase is flexible enough to grow with it. Not only can you add OnBase capture solutions across your organization as business demands it, but each individual solution can process an increasing number of documents without need for adding full-time staff, allowing you to keep costs to a minimum.

"We estimated that we saved $2,000 a day in labor costs as a result of the forms processing solution. This translates into an annual savings of more than $500,000."

– Gary Porto, VP of operations, Dr. Leonard's Healthcare Corp.

BENEFITS OF CHOOSING HYLAND AS YOUR VENDOR

One vendor, many solutions

OnBase capture solutions can process any document, allowing multiple solutions to be implemented across departments and industries. In addition to robust capture functionality, the OnBase platform includes enterprise content management, business process management and case management functionality. With these capabilities, Hyland, creator of OnBase can deploy end-to-end solutions across your organization, solving a variety of business problems and allowing you the convenience of a one-vendor relationship.

Hyland is committed to your success

At Hyland, one of our core values is: "Our customers are our partners." From the moment a customer decides to work with Hyland, they are assigned a team to take them from an idea to installation through the life of their solution.

We provide 24/7/365 technical support with a dedicated team for you to directly work with who knows your solution and organization to immediately answer questions and quickly solve any problem. Users work with a dedicated point-person from the moment they contact us until the issue is resolved.

"Hyland acts with a sense of urgency and I have depended on them countless times to deliver a feature or enhancement needed to drive a project to a successful and timely completion. They have been a valued partner to Suncoast."

– Wanda Chambers, Senior Vice President, Payment Services
  Suncoast Credit Union

Learn more at **OnBase.com/Capture ››**

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