



Extending the Capabilities of Capture with Advanced Recognition

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Infosource Software



Adoption in Early Stages

Infosource breaks down the Capture market into five levels of automation. Even with the acceleration of digital transformation (DX) projects driven by the COVID-19 pandemic, the majority of Capture users still have not gone beyond Level 2 in their Capture Technology Deployment Level. (See Figure 1)

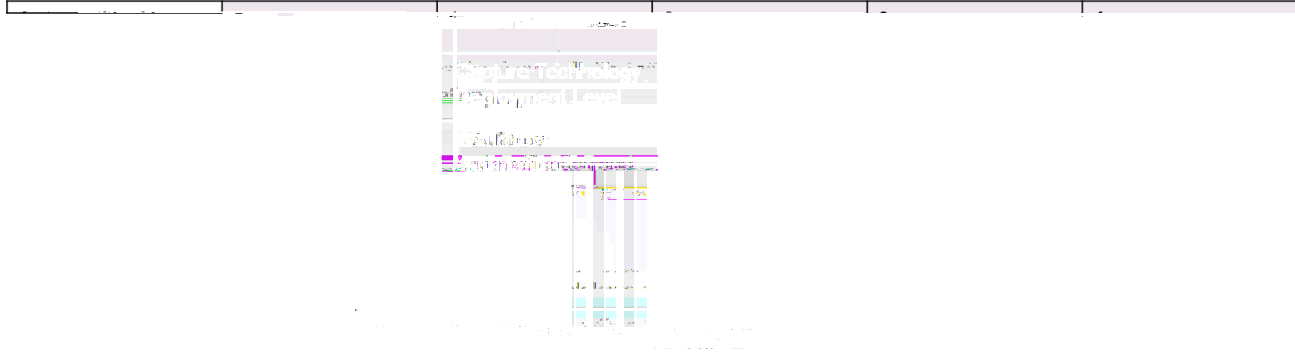


Figure 1: Infosource Levels of Capture Automation

This means that, at best, most organizations are automating data entry from limited document types such as fixed forms and or what we call semi-structured documents like invoices (which all include the same information, although it can vary slightly from one instance to the next).

Advanced recognition can also help businesses better process inputs that are increasingly coming from a wider variety of sources. As you can see below in Figure 2, the percentage of input into Capture software from paper scanning sources like scanners and MFPs is declining, in favor of a great variety of electronic sources like email and Mobile devices.

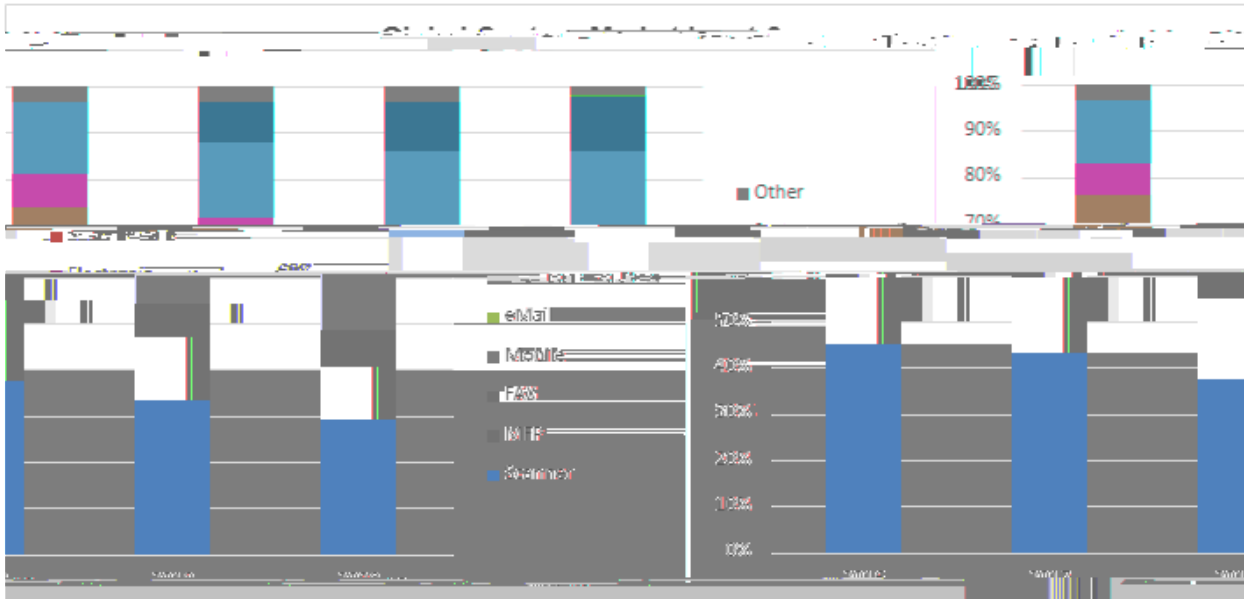


Figure 2: Global Capture Market Input Sources

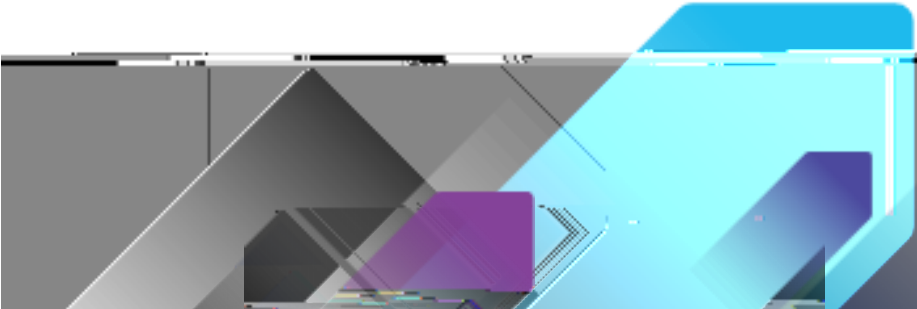
In addition to documents, data may now be coming into Capture applications from mobile devices, voice transcriptions, social media, and other sources. Advanced Recognition allows for these multi-source data to be classified, validated and where appropriate, extracted for automatic entry into business processes.

Why + D V Q ↑ W Organization Done This?

There are many companies who have implemented Basic Capture to convert and index their paper or extract data from a single form type to solve a departmental problem and stopped there. Often, it was in response to an immediate need:

- x “ We have purchased an ECM solution to streamline our workflow, we need to install a basic scanning system to get the paper into a digital format.”
- x “ We need to reduce our paper storage costs, convert our back files of paper into indexed images.”
- x “ We have a specific form from which we can automate efficiencies.”





Advanced Recognition

scan-and-store will not help manage this new influx of data. The only way to adapt to new market digital workplace requirements is with Advanced Recognition.

In fact, in a sign of the times, while the Capture market in 2020 grew only 1%, hindered by a WW economic slowdown, revenue invested in Case Management use cases, such as customer onboarding and claims processing, grew 5%. Due to the complex nature of documents involved in Case Management, it is an area ripe for the application of Advanced Recognition technologies and Infosource is forecasting a 12% CAGR for money s

Advanced Recognition

This saves printing costs of barcodes, patch codes, and separator sheets and can reduce, or even eliminate, the need for manual sorting. With this technology, the cost of document prep, which was previously around \$10 per thousand pages, can be reduced to nearly nothing. Most organizations report a return on investment within 12 months simply by implementing automated classification alone, of course each case should be considered individually.

Because it reduces manual classification and data entry, Advanced Recognition has enabled Capture to be more widely adopted in environments without dedicated scanning operators. This means more businesses are now able to take better advantage of data from documents received in field offices, in customer facing encounters and even coming directly from customers themselves. The need to efficiently process this type of front-office/on demand information accelerated significantly during the pandemic, when remote interactions become the norm. Spending on front-office/on demand Capture applications grew 14% in 2020, while spending on back-office/batch applications dropped -15%.

Even post pandemic, we expect spending on front-office/on demand Capture applications to continue to grow.



DOCUMENT CLASSIFICATION REDUCES THE COST OF SET -UP

In Basic Capture solutions, managers spend large amounts of time setting up new form types. To identify document types, the operator has to label or barcode the form or utilize a dedicated separator sheet. They then have to laboriously go field-by-field drawing boxes around each zone with a mouse and then connect that with validation rules. Some simple rules are sometimes included, but often the look

