OpenText™ Captiva™

Reduce costs and accelerate business processes with automated capture

Intelligent enterprise capture solutions are invaluable for organizations wanting to streamline document-driven business processes. OpenText Captiva drives significant process improvement and cost reduction for paper-intensive processes such as property and casualty claims, new account openings, mortgage lending, accounts payable and new customer onboarding. By transforming paper into actionable electronic information, organizations can eliminate processing errors and ensure regulatory requirements are met.

However, not all capture solutions are created equal. Many require preparation of documents before scanning. Others don't support key requirements—from high-volume batch capture to branch or regional office capture. Some are built to address specific capture require-ments, such as accounts payable. And still others aren't seamlessly integrated with business process management and content management solutions, delivering an incomplete solution.

As the value of automating document and data capture becomes more clear, organizations are seeking ways to consolidate their IT environments and invest strategically in business partners who provide a tightly integrated, end-to-end solution that encompasses capture, process automation and archiving. OpenText can help.

Proven intelligent enterprise capture solution

Captiva helps organizations transform high volumes of documents into actionable data for use in vital processes and applications. By combining intelligent capture with process management, organizations can dramatically reduce costs, errors and risks by ensuring that complete information is available when and where it's needed.

BENEFITS

- *Reduces high labor or outsourcing costs from manual document processing*

- *Creates a competitive advantage by eliminating errors and delays in processing critical business documents*

- *Enables better customer service by creating enterprise-wide consistency and transparency of document processing*

- *Optimizes business processes by streamlining the flow of information to key back-end systems, processes and content repositories*

- *Reduces risk of regulatory non-compliance by eliminating delays or errors in processing paperwork*

- *Produces immediate results and faster turnaround times with real-time capture processing at the first touchpoint*

Captiva delivers the ability to capture documents and data anywhere from knowledge workers in regional and branch offices, and high volume capture in a centralized mailroom. Captiva automatically connects content from documents with your business systems. Automated classification and data extraction tools transform documents into ready-to-process business data, saving money and increasing accuracy.

Thousands of organizations have turned to OpenText to help address their challenges around document-driven processes that are central to how their business operates. In many cases, these organizations have moved from outdated legacy capture applications that were failing to support their business needs. The change resulted in significant benefits, including dramatic reduction in manual processing costs, elimination of processing errors and delays and reduced risks of non-compliance.

Leading the charge with real-time capture processing

OpenText is leading the way in providing organizations with comprehensive intelligent enterprise capture capabilities. Customer expectations have dramatically changed, demanding immediate results from their capture systems. This expectation applies not only to the capture and conversion of physical content, but also digitally-born content created in office applications, web applications and social media.

Forward thinking organizations are addressing this multi-dimensional approach to capture and are implementing process automation practices and delete technologies in ways that bring captured information into the appropriate business process. Document capture should no longer be thought of as a point solution technology; rather, it is an integral part of a business process that can be leveraged at any point. Capturing information at the leading edge of a process and the first touchpoint of content brings the content under corporate control faster and more securely.

By delivering a complete intelligent enterprise capture solution, OpenText is the only vendor to provide a solution that supports both centralized and distributed branch office scanning with real-time capture processing, advanced document identification, enterprise-class scalability required to address solutions across multiple departments and locations and the design and development tools to quickly develop and integrate capture with critical business systems and processes.

Highly scalable and flexible architecture

The Captiva intelligent enterprise capture platform was developed around a highly scalable and flexible architecture. Leveraging a modular architecture, the platform can process a few thousand images per day or several million. For large volumes—when an organization is processing several million pages per day, for example—the Captiva platform can scale across multiple servers in a centralized environment or spread across many locations.

Captiva Capture employs unique parallel processing technology that allows multiple clients to work on the same batch at the same time. Documents are virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the server for re-assembly and completion. No other product on the market rivals the scalability or flexibility of the Captiva solution.

Captiva solutions

OpenText™ Captiva™ Capture: Enterprise capture

- Base platform for all enterprise document capture needs—from high volume batch to branch and regional office capture

- Flexible design environment for building simple and complex capture processes without any coding, using drag and drop process design tools, point and click configuration and customization of processes through scripting

OpenText™ Captiva™ Advanced Recognition: Intelligent document recognition

- Recognizes all types of documents including structured forms, semi-structured and unstructured documents, replacing expensive document handling and processing steps

- Reduces manual data entry and errors through intelligent data capture

Captiva Web Client: Browser-based web client distributed capture

- Provides browser-based web client access to document scanning and capture platform with real-time advanced recognition and data extraction capabilities

- Deploys and maintains web-based clients for scan and indexing documents at branch and regional offices

- Eliminates delays with shipping and handling business-critical documents between offices

Captiva Real-Time Services: Real-time capture processing

- Delivers discrete capture services that bring the full power of Captiva to mobile and line-of-business applications

- Bypasses the mailroom to quickly get content into a business process

- Offers ultra-high availability, highly scalable and real-time response

OpenText™ Captiva™ Invoice Capture: Invoice document and data capture

- Provides faster invoice processing and improved data accuracy

- Reduces invoice data entry tasks and automate data verification

- Is a key part of the OpenText end-to-end accounts payable solution

Captiva Mobile Capture: Tools to capture-enable mobile applications

- Offers an easier and faster way to capture-enable and deploy mobile applications

- Converts any camera-equipped mobile device into a powerful tool to capture information at the point of contact

- Delivers exceptional image enhancement and correction capabilities directly on the mobile device

Delivering a complete capture solution

Only OpenText is able to deliver a broad range of market-tested capture capabilities that maximizes value, addresses the wide range of capture requirements and meets enterprise requirements:

FUNCTIONAL AREA	OPENTEXT ADVANTAGE
INTELLIGENT DOCUMENT CLASSIFICATION	Saves valuable time and reduces the manual pre-sorting of documents through automated document identification
INTELLIGENT DATA EXTRACTION AND VALIDATION	Reduces manual data entry and ensures the accuracy of information being delivered to other business systems
BRANCH OFFICE SCANNING AND INDEXING	Decreases shipping costs and processing time through easy-to-deploy web-based scanning and indexing client
CAPTURE PROCESS DESIGNER	Enables IT to quickly and easily build a capture project with all-new unified design client without any coding, using drag and drop process design, point and click configuration and integrated testing environment
CAPTURE DESKTOP CLIENT	Offers all new desktop client for capture operators that can be easily customized for all types of capture tasks: image quality review, document assembly, high-speed data entry and indexing, high speed data correction and data validation
MODULAR ARCHITECTURE	Delivers unparalleled flexibility in defining and managing a capture process
SECURE PLATFORM	Provides tight audit trails as documents are captured and processed
FLEXIBLE DEVELOPMENT ENVIRONMENT	Enables organizations to quickly develop capture flow processes to handle the routing of documents, extraction of data and validation of information, thereby meeting their business requirements
APPLICATION MONITORING AND REPORTING	Monitors the enterprise capture and content management systems. Automatically addresses many known conditions and alerts key line-of-business owners before error conditions affect important business functions
PROCESS INTEGRATION	Connects seamlessly into various back-end databases and content management systems like OpenText™ Documentum™, OpenText™ ApplicationXtender, Microsoft® SharePoint® and others
MOBILE CAPTURE ENABLEMENT	Offers on-device image capture and clean-up, server-side RESTful services and mobile image enhancement filters and quickly converts any camera-equipped mobile device into a powerful tool to capture information at the point of contact
REAL-TIME CAPTURE SERVICES	Provides REST-based services that are designed to meet emerging needs of mobile and line-of-business applications that use the full power of Captiva to quickly get content directly into a business process

An integral part of OpenText case and content management solutions

Captiva intelligent enterprise capture solutions are one piece of a complete end-to-end solution for managing the lifecycle of documents, from paper records to transactional documents. OpenText case management and Enterprise Content Management solutions provide organizations with a solution framework and a variety of applications that enable near-turnkey deployment of a wide range of business solutions—all from one vendor.

Now take it to the cloud

To address the challenges affecting IT organizations today, OpenText provides a revolutionary approach: Managed Services OnDemand (MSOD), an "instant-on," pre-configured, cloud-based solution, complete with the highest level of security and the ability to customize applications to address your unique business challenges, integrate with other business systems and leverage existing infrastructure.

MSOD solutions provide a complete stack of industry-leading products and solutions, including Captiva, related enterprise content management products, storage, RSA security, VMware virtualization, and technologies from Vblock partners, Cisco and Intel. By eliminating IT infrastructure expenses as well as delays acquiring hardware and installing software, MSOD helps customers save time and money, while leveraging experts to maintain and optimize ongoing system performance.

More leading companies count on Captiva solutions

More than 5,000 companies and government agencies use Captiva solutions to reduce costs, improve information accuracy, and accelerate business processes. OpenText counts 18 of the top 25 companies in the Fortune 500 as Captiva customers and serves businesses in the insurance, financial services, public sector, and healthcare industries, in addition to many others. Each day, these organizations process millions of forms and documents using Captiva intelligent enterprise capture solutions.

Contact us

To learn more about how OpenText products, services and solutions can help solve your business and IT challenges, **contact** your local representative or authorized reseller, visit **www.opentext.com**.

OpenText Captiva intelligent enterprise capture solution streamlines many types of document processes:

- New account opening
- Accounts Payable (Invoices)
- New employee onboarding
- Patient admissions
- Legal contracts
- Mortgage lending
- Property and casualty claims
- Insurance underwriting
- Account servicing
- Tax filings
- Social services
- Prescription fulfillment
- Shipping/receiving
- Patient insurance/financial services

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