



eFIRST™ capture

Efficiently process your customer correspondence

eFIRST™ capture provides a robust environment for the automatic capture, classification and distribution of all types of paper and electronic documents with minimal operator intervention.

eFIRST™ capture is a major step in document recognition technologies resulting from BancTec's experience in implementing sophisticated document and data capture systems over the last ten years.



Automatically distribute your documents

eFIRST™ capture automatically captures and processes paper and electronic documents of mixed formats. For the first time, one solution allows organisations to

get critical information directly into the correct business area, without the need to manually pre-sort each document type. Even unstructured documents, such as general correspondence, can be classified and the images, along with the relevant data content, distributed according to the required business process. This is especially powerful for applications such as mail processing, where many different customer transactions and requests are handled.

Business Benefits:

- Significantly reduces costs associated with processing large volumes of mixed documents.
- Requires minimal operator intervention to sort and classify each type of customer correspondence.
- Provides a searchable archive for all your customer correspondence.
- Improves customer service by ensuring the efficient resolution of customer queries, requests and purchase transactions.

Using the latest intelligent document recognition, classification and data extraction techniques, eFIRST™ capture can process any type of document including: requests, payments, e-mails, application forms, complaints, letters and general correspondence.

eFIRST™ capture classifies each document type into separate work queues by interpreting relevant rules, phrases and image layouts. Once classified, all relevant data contained within the document is automatically extracted using processing rules defined for that document type. Almost any type of data can be processed, including machine printed text (OCR), hand printed text (ICR), bar codes, tick marks, signatures, etc. In addition, it uses production oriented quality control features to significantly reduce the time required for an operator to perform data verification.

Product Features:

- Captures paper documents, forms, letters and correspondence.
- Manages all electronic data, e-mails and images.
- Interprets key information for automatic document classification.
- No additional set-up is required to process unstructured documents or those with variable layouts.
- Automatically routes documents and data to the relevant work queue for distribution.

High volume document capture

eFIRST™ capture provides a scanning front end that can capture most types of mixed documents in a single pass without any manual pre-sorting required. Image enhancement capabilities are automatically undertaken such as de-skew, cropping, noise and template removal to improve image quality and data recognition rates. eFIRST™ capture is a truly multi-channel application capable of handling intermixed input from scanners, fax servers and e-mail.

Automatic document classification

All in-bound documents, whether structured or unstructured, are automatically classified into separate work queues for further processing. It performs this by recognising keywords, phrases and image layouts identified within each document, no matter where they appear. This criteria is set-up using a simple classification tree structure to define each document type and sub-type. All captured documents are then routed to the appropriate work queue, directory or e-mail address for further processing or storage. For exceptional items manual classification tools are provided. Multi transactional items are also catered for.

Alerts

Early classification enables the system to store searches for important documents that are urgently required. Using keywords like names, values and account numbers, when the document arrives, the system immediately informs the appropriate user. Alerts may be made via e-mail, SMS messaging or by instigating a workflow in BancTec's eFIRST™ case system.

Data extraction

All relevant data is extracted using processing rules defined within the system for each document classification. For structured forms, eFIRST™ capture has the ability to set up commonly used form templates to automatically extract the required data. Data can be handwritten characters (ICR), machine printed characters (OCR), bar codes, images, tick marks, signatures, etc. Character repair and automatic dropout of boxes and lines surrounding the data is undertaken to ensure the highest data accuracy. Validation of the captured data can be enhanced via external database checks or programmed algorithms. Details such as address and account information, as well as common names and phrases, can be checked and verified automatically.

Processing unstructured documents

eFIRST™ capture comes into its own when processing unstructured documents. Any general correspondence,

previously unknown documents or documents with variable layouts can be automatically classified and processed without the need for manual intervention or additional document set-up. Any relevant data, that is required to be extracted from each document, is identified and located using keyword identifiers such as date ranges, postcodes, account numbers and specific phrases that have been previously set up within the administration module. Synonyms, wildcards and fuzzy logic routines allow any data capture errors, user terminology and spelling mistakes to be counteracted. Sophisticated validation features, designed specifically to quickly process unstructured documents, are included.

Audit trail

eFIRST™ capture delivers a full audit trail system that allows you to track every incoming correspondence, even when it is 'work in progress'. It also includes information about statistics and performance of the system.

Integrating other applications

eFIRST™ capture is fully integrated with the eFIRST™ portfolio of information management products used for the effective management, workflow and storage of information. BancTec's eFIRST™ products are also integrated with many third party content management, workflow, storage and other business systems. A standardised XML format output ensures compatibility with the widest possible range of back office systems.

Technical data

Contact BancTec for supported platforms.

About BancTec

BancTec is a worldwide systems integration, business process outsourcing (BPO) and services company delivering high-volume, mission-critical solutions to automate and streamline data and paper-intensive business processes. As a leading vendor in this area, at least 5 million documents or items are scanned and processed by BancTec systems every day across the UK and Ireland.