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OpenText™ Intelligent Capture

Reduce costs and accelerate business processes through intelligent document processing and automation

Unify omnichannel information capture across departments and locations

Automate manual tasks with intelligent document processing so employees can focus on higher-value activities

Delight customers and employees with insight-driven optimized workflows

Simplify compliance and document access through automatic classification

Intelligent information capture is the starting point for companies and public sector organizations that prioritize improving their operational efficiency with intelligent document processing. However, despite industry examples of impressive savings and ROIs, a 2021 AIIM State of the Industry survey showed that organizations are unsure how to do more with capture "beyond simply connecting a scanner to a document management system of line of business application."[1]

OpenText™ Intelligent Capture is industry-leading software used by thousands of organizations. It can reduce the cost and risk of labor-intensive processes, such as property and casualty claims, mortgage lending, accounts payable, back-file conversion, customer onboarding and HR management of employee documentation. By using machine learning and AI technologies to transform paper and electronic documents into actionable data, organizations can route information more efficiently and securely to the right users and systems. Accurate information can always be available when and where it is needed.

Unify omnichannel information capture across departments and locations

Organizations expect the volume of enterprise content to grow by 4 1/2 times over the next two years and almost 60 percent will not be structured.[2] It is not practical to meet this scale by relying on manual processes to capture and extract information needed by key business processes and cross-departmental workflows. Intelligent Capture, available out-of-the-box or with optional AI-based text analytics, supports inputs from scanned paper, faxes, PDFs, emails (body and attachments, including zip files), mobile, Microsoft 365® documents, images, XML and other sources.

1 AIIM, How to Boost ROI and Streamline Document Processing with Intelligent Capture. (2021)

2 AIIM, AIIM 2021 State of the Intelligent Information Management Industry. (2021)

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OpenText can use traditional document identification techniques, such as barcodes, as well as the latest in machine-learning recognition technology for automated classification, data extraction and optical character recognition (OCR). To automatically classify a wide variety of document types and applications, OpenText leverages a broad set of classification technology, including newer statistically-based and natural language processing (NLP) technologies. By employing multiple cascading recognition technologies, Intelligent Capture provides both fast processing and high accuracy.

Automate manual tasks with intelligent document processing so employees can focus on higher-value activities

Manual content tagging is inconsistent, error prone and often not done at all, which delays business processes. Employees waste time searching for information and re-keying information that already exists. Recent research found that the average knowledge worker spends almost 12 hours per week on these tasks.[3] With Intelligent Capture, employees can focus on higher-value activities, such as human-in-the-loop validation to accelerate machine learning and automation.

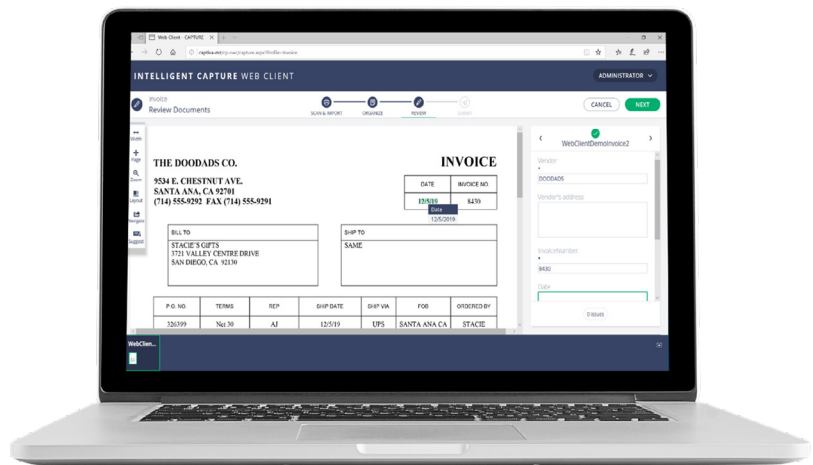### Delight customers and employees with insight-driven optimized workflows

Intelligent information capture is more than digitizing paper. As part of intelligent document processing, modern organizations require text analytics on digitized and natively digital content to extract insight and understanding from any type of content. For example, the tone of a customer communication can trigger who is assigned the support ticket and automated content summary. OpenText delivers content insights and understanding based on machine learning, NLP and natural language understanding capabilities.

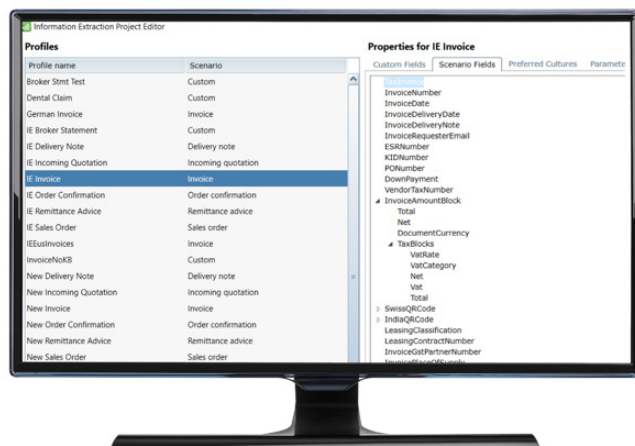### Simplify compliance and document access through automatic classification

Organizations face increasing pressure to protect information and comply with evolving regulations. With Intelligent Capture, organizations can strengthen compliance and information governance by automatically classifying and filing documents based on metadata extracted from semi-structured and unstructured content in addition to structured forms.

3 APQC, How KM Should Support the Business in 2022. (2022)

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Intelligent Capture offers a lower total cost of ownership, flexible deployment options and automated capture with built-in machine learning. Used by thousands of organizations globally, Intelligent Capture leverages a combination of different recognition technologies to maximize extraction accuracy for structured, semi-structured and unstructured documents. Each day, organizations in the Insurance, Financial Services, Public Sector and Healthcare industries process millions of forms and documents using OpenText Capture solutions. OpenText is committed to future-proofing its content services platforms and integrating capture to provide an end-to-end solution from one vendor.

Access a simple human-in-the-loop UI to review and validate extracted data for each document.

Easy to configure with no pre-training required, the Information Extraction Engine learns continuously in production, even as documents and layouts evolve over time.
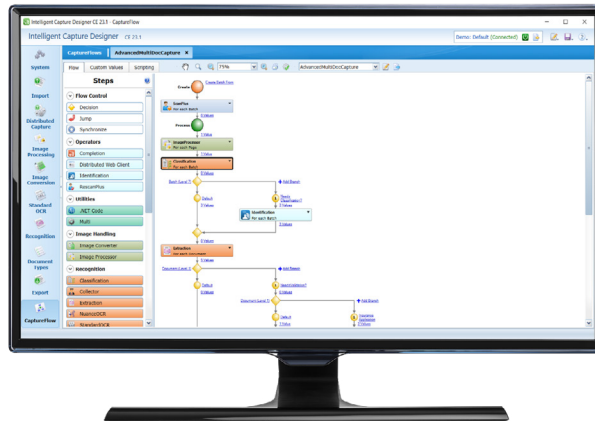
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Services:

- **OpenText™ Document Capture Services:**
  Converts paper, from card size items to engineering drawings, and microfilm/microfiche into electronic images and applies metadata. Using high speed production scanners and OpenText technology, backfile and day forward conversions are performed in a secure, state of the art facility.
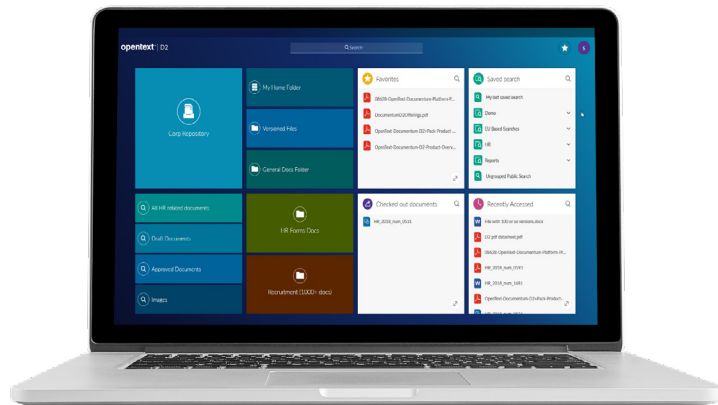
Training:

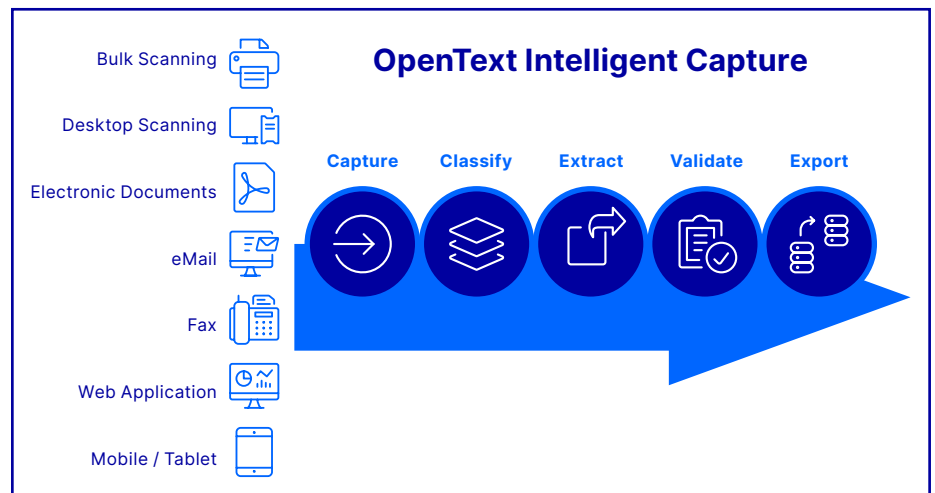- **Intelligent Capture Fundamentals and Administration:**
  This five-day course is designed to provide business partners, system integrators and administrators the foundation needed for the design, implementation or support of capture solutions using Intelligent Capture.

Using the drag-and-drop UI in CaptureFlow Designer, non-technical users can set up complex workflows tailored to meet business requirements without scripting or coding. Field populations and validations can often be done using only the included rules engine and fuzzy logic capabilities.

Intelligent Capture can export metadata-enriched documents into leading content repositories, such as OpenText™ Documentum™.

As an omnichannel information capture product, Intelligent Capture supports a broad set of inbound document types and delivers documents and structured content to ECM, ERP and other systems. Batches are routed by CaptureFlow and a web client can be used for scanning, document assembly and/or human-in-the-loop data validation.

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Product feature	Description
Intelligent document classification	Automatically identifies documents with multiple classification technologies that combine text and graphical methods to deliver higher accuracy and faster performance.
Intelligent data extraction and validation	Reduces manual data entry and ensures accuracy across 120+ languages and locales with built-in OCR, machine learning and third-party recognition engine integrations.
Continuous machine learning	Automatically updates continuous machine learning models using data from human-in-the-loop validation activities by non-technical reviewers—no data labeling or model development expertise is needed.
Flexible deployment	Runs on-premises, in a private or hybrid cloud environment hosted by OpenText, Google Cloud, AWS or Microsoft˚ Azure, or as embedded microservices in line-of-business applications.
Configurable capture workflows	Configures document priorities and routes, from simple to complex as the organization requires, using CaptureFlow Designer, without coding or complex system integrations.
Integrated AI and machine learning	Improves accuracy and process automation with AI and machine learning capabilities that automatically recognize new documents and quickly process business content.
Securely deployed hybrid and distributed captures	Ensures data is encrypted both at rest and in-flight between connected systems, whether in the same data center, distributed or in the cloud.
Multiple recognition technologies	Identifies document types and analyzes text to understand context and employ efficient processes with a multi-engine approach.
Highly scalable and flexible architecture	Scales to process volumes as high as several images million per day, across multiple servers in a centralized environment or spread across many locations.
Parallel processing technology	Virtually disassembles documents to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the server for re-assembly and completion.
Export to ECM systems	Seamlessly integrates with **OpenText Content Services platforms**, including OpenText˙ Documentum˙, OpenText˙ Extended ECM and OpenText˙ Core.

- Intelligent Capture product web page
- Intelligent Capture data sheet
- Explainer video for AI-augmented Capture with OpenText Intelligent Capture and the Magellan AI & Analytics platform
- What's new in OpenText Intelligent Capture

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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