



EMC Captiva Dispatcher

Streamline and manage the flow of information
with intelligent document recognition



The Big Picture:

- With its reading and scanning engines, enhanced to include advanced classification and data extraction technology, Dispatcher helps ease and speed the processing of multiple types of incoming documents. By automatically classifying forms before extracting the data and exporting it to your content management systems, Dispatcher also eliminates the need for manual intervention.

EMC Captiva Dispatcher delivers high-speed, automatic classification, indexing, extraction, and routing of documents designed to help businesses manage the vast amount of incoming information they receive on a daily basis.

With Dispatcher, companies are able to scan mixed batches of structured, semi-structured, and unstructured documents within a single flow, without the need for separator sheets, barcodes, or patch codes. Combine Dispatcher with the EMC Captiva InputAccel capture platform and you can scan, classify, index, and deliver data from nearly any kind of paper or electronic document, often without the need for manual sorting or preparation. The result is cost containment and business process optimization, measures that can help save time and money while increasing the ability to manage the flow of incoming documents.

Unparalleled Classification

One of the greatest strengths of Dispatcher lies in its ability to identify similar document types using innovative classification technologies. Dispatcher leverages both image- and text-based analyses to determine document types, capture index information for search and archiving, extract business data to drive transactional processes, and route documents to the appropriate department or personnel for processing. This technology works by automatically learning the attributes of existing documents and using them as a basis for classifying new, incoming documents that arrive throughout an enterprise.

By analyzing a document's general layout design to find recurring information, such as logos or other graphical elements, Dispatcher is completely language- and format-independent. In the case of semi-structured or unstructured documents, the system uses full-text engine results, looking for keywords and text phrases contained in a document to determine the document type.

Reducing Cost with Automated Data Extraction and Validation

Dispatcher performs automated data extraction and validation, reducing the need for manual intervention and ensuring accurate information is passed to back-office systems. Dispatcher includes several recognition engines that allow you to extract machine print, printed handwriting, and barcode information.

For structured forms, Dispatcher extracts data using fast and accurate pre-defined zones. For less structured documents, like invoices or contracts, Dispatcher extracts data using more flexible, freeform recognition, enabling data to be extracted regardless of where it exists on the page. This broad set of recognition technologies and methods ensures that data is extracted with the highest performance and accuracy from structured forms, while also providing maximum flexibility to extract data from all document types.

Leveraging the Power of InputAccel

As part of the EMC Captiva intelligent capture solution, Dispatcher integrates seamlessly with InputAccel, providing a capture platform that supports both centralized and distributed capture environments. InputAccel custom capture process flows manage the end-to-end process, ensuring that documents are classified, data is extracted and validated, and information is delivered to all relevant content repositories and business systems. Leveraging InputAccel and Dispatcher together provides organizations with a complete solution that is capable of processing volumes ranging from few thousand documents a day to several million.

Organizations Rely on EMC to Streamline Their Paper Processes

In today's competitive business environment, companies must take advantage of every opportunity to decrease cost, speed cycle time, and increase productivity. Whether your business is in financial services, insurance, healthcare, government, or other industry, Dispatcher is poised to handle all of your document processing needs. By leveraging proven technologies that automate the classification and data extraction of any type of document, organizations using Dispatcher can reduce the manual tasks associated with document preparation and data entry.

Dispatcher Streamlines Many Types of Document Processes:

- Medical, dental, and insurance claim forms
- Policy applications
- New account applications
- Invoices
- Purchase orders
- Checks
- Correspondence notes (including handwritten)
- Explanation of benefits (EOB) forms
- Patient records
- Legal documents
- Mortgage and loan documents
- Mailroom automation

