



EMC Captiva eInput

Capture paper documents, digital files,
and data from remote offices



The Big Picture:

- Capture documents from remote locations anywhere in the world
- Accelerate distributed paper-based transactional processing
- Reduce—or in some cases, eliminate—costly shipping expenses
- Automate processing of incoming documents from a distributed mobile workforce
- Leverage remote indexing capabilities to maximize resources within distributed document processing environments
- Ensure compliance and confidentiality requirements are met when handling highly sensitive documents and information
- Increase employee productivity by streamlining the handling of paper

Information critical to today's global companies arrives from multiple sources. Often, the processing of this information—capture, indexing, and storage—takes place at remote sites (locations throughout the globe). Implementing a seamless distributed capture solution allows incoming data, regardless of where and how it is received, to be available and utilized across the enterprise.

An Essential Tool for Distributed Companies

EMC Captiva eInput is a distributed document capture solution that works in combination with EMC Captiva InputAccel enabling remote transactional paper-based processes to be integrated into content management systems, business applications, and back office processes. Furthermore, InputAccel integrates with EMC Documentum Process Suite business process management (BPM) capabilities, and the Documentum information infrastructure to deliver an end-to-end solution for managing high-volume, transaction-based processing. eInput enables organizations to automate the capture of documents for processes such as loan origination, insurance claims processing, invoice processing, new account enrollment, case management, and others.

eInput allows organizations to capture document images from anywhere in the world, so labor-intensive tasks such as document scanning can be distributed to locations where they can be done most economically. Moreover, eInput presents a simple solution to the complex challenges facing distributed enterprises by providing a simple method of document capture using a web browser instead of costly and cumbersome thick-client scanner software installations.

Distributed Capture

eInput provides a web-based, thin-client environment for scanning, importing, and indexing images and electronic files. eInput allows organizations to distribute tasks across physical sites, regardless of their geographic locations, by providing remote users with the ability to send and index document information without the need to install thick-client scanning applications. Documents and other electronic files can quickly be captured as they arrive and submitted into InputAccel, which in turn delivers the content directly into back-office processes.

Scan and View Images

Using a web browser, eInput enables users to acquire and view images, in color and black and white, from a scanner, multi-function peripheral (MFP) device, network scanner, or a file system. Since eInput leverages the ISIS driver standard, developed and maintained by EMC Captiva, eInput is compatible with over 300 common business scanners. Single or multiple images can be assembled into document sets, and pages can be inserted or deleted at any stage in the process. eInput also allows users to manage multiple documents by maintaining a log of sent and unsent documents. Additionally, eInput provides the ability to import and index virtually any file type, such as digital photos.

Index and Send Documents

Whether users are working online or offline, eInput allows images and index data to be added and modified at any time. Users can scroll through a document to review and organize its contents, and once it is completed, send it immediately or schedule it for delivery at a later time.

Remote Batch Indexing

InputAccel batches that have been scanned at one location can be distributed to eInput users at remote locations. Batches are accessed through the easy-to-deploy thin, web-based eInput client. Document indexing is performed by remote index operators.

Work Offline

The scan and index capabilities of eInput work in both connected and disconnected environments, enabling a mobile workforce to capture critical documents when a network connection is not available. Workers can connect at a later time and submit the documents into the InputAccel server for processing.

Seamless System Integration

eInput is built utilizing industry standards, and integrates with InputAccel enabling documents, data, and digital files to be delivered to all leading enterprise content management (ECM) systems such as Documentum and EMC ApplicationXtender. eInput can be easily deployed to thousands of users and can be configured to work with corporate networks (VPN and intranets). Furthermore, the web-based interface is fully customizable by administrators and developers, including the ability to change user interface (UI) elements, color schemes, logos/graphics, and more.

eInput in Action

An excellent example of distributed capture at work is the claims process in the property and casualty insurance industry. Historically, processing claims in the field hindered the productivity of insurance agents because they had to manually submit claim information into centralized systems. Typically, agents would travel to remote locations and use a camera to take photographs of property relating to a claim, and to document any other pertinent information. Once complete, claims were sent by mail, with additional costs for overnight or priority delivery. This legacy process often took several days and placed severe limitations on the number of claims each agent could submit, resulting in a very slow and cumbersome process.

Using eInput, insurance agents can now quickly and efficiently process claims in the field by using a digital camera to capture images of damaged property, and transfer the data electronically over the Internet. Agents can supplement claim information with notes that can be transmitted as part of a batch, including recorded audio and video files or annotated text that can then be exported in digital form and submitted immediately to claims processing systems.

Industries that Benefit from eInput Include:

- Insurance
- Healthcare
- Manufacturing
- Financial Services
- Retail
- Government

