ɑ⊥ opentext™

OpenText Capture

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

Benefits

- 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, recent information management industry research showed that only "15% of the survey respondents have fully automated the digitization of printed documents and the extraction of data from them."[1]

OpenText™ 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.

1 Foundry MarketPulse Survey: *Information management and integration challenges,* 2023

Unify omnichannel information capture across departments and locations

Organizations expect the volume of enterprise content to continue to grow at escalating rates, and with a large portion as semi-structured or unstructured. 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. OpenText Capture supports inputs from scanned paper, faxes, PDFs, emails (body and attachments, including zip files), mobile, Microsoft 365® documents, images, XML and other sources.

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, OpenText 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.[2] With OpenText Capture, employees can focus on higher-value activities, such as human-in-the-loop validation to accelerate machine learning and automation.

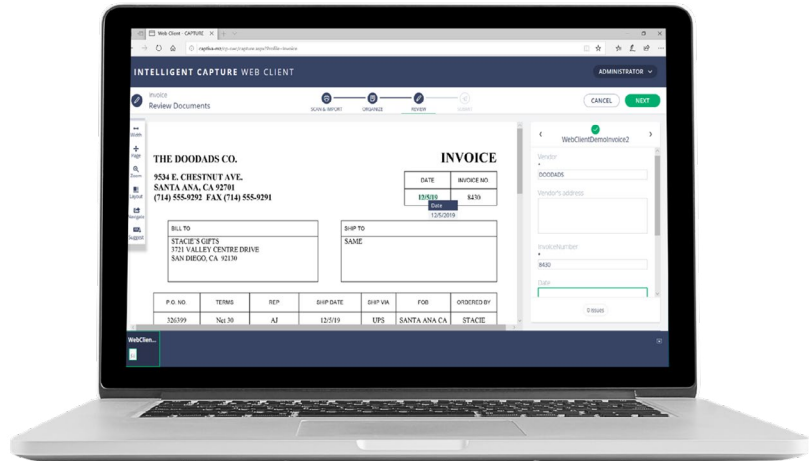## Delight customers and employees with insight-driven optimized workflows

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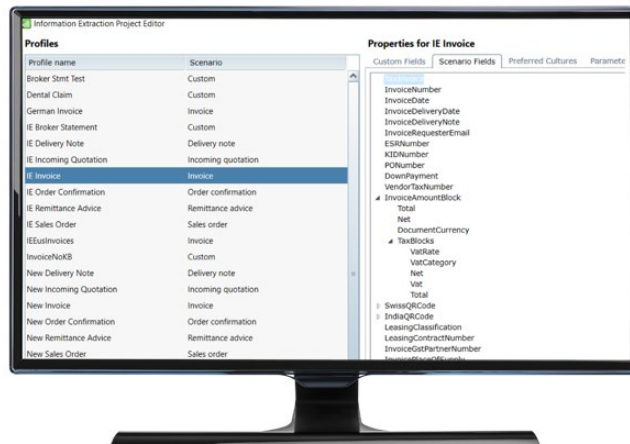
Organizations face increasing pressure to protect information and comply with evolving regulations. With OpenText Capture, organizations can strengthen compliance and information governance by automatically classifying and filing documents based on metadata extracted from semi-structured and unstructured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

2 APQC, *How KM Should Support the Business in 2022*

OpenText 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, OpenText 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.

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:

OpenText 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 OpenText Capture.

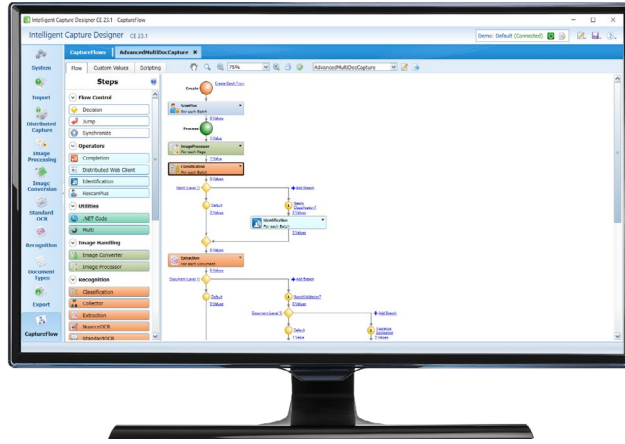## OpenText Capture deployment options:

Accelerate cloud strategies with OpenText cloud experts
OpenText Managed Private Cloud
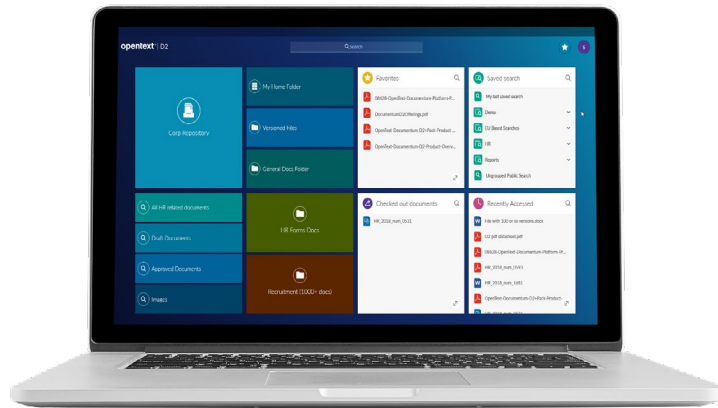
Extend your team
On-premises software, managed by your organization or OpenText

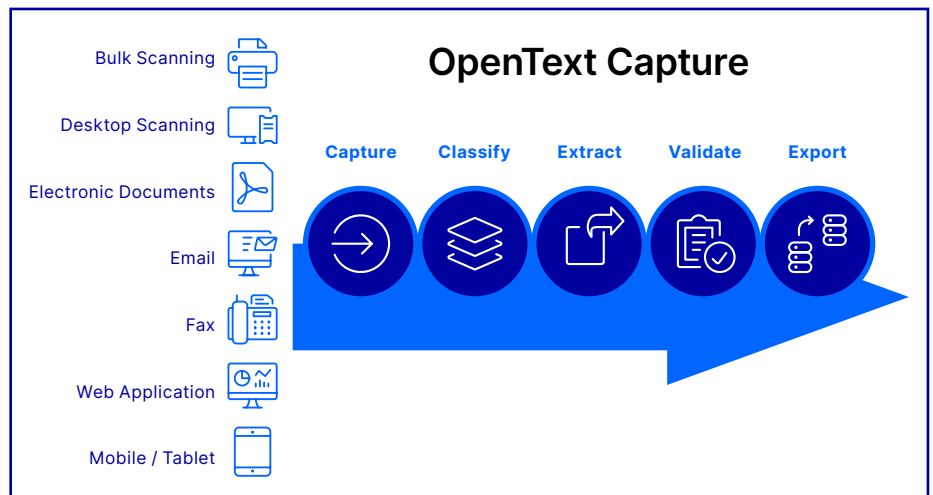**Run anywhere and scale globally in the hyperscaler cloud of your choice**
Hyperscaler cloud partners (OpenText Private Cloud, AWS private or public cloud, GCP private or public cloud, Azure private or public cloud)

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.

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

As an omnichannel information capture product, OpenText 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.

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™ Content Management, OpenText™ Content Management and OpenText™ Core Content Management.

Product add-ons	
OpenText™ Capture for SAP® Solutions	Fully automate the digitization of incoming SAP-related documents.

Learn more about OpenText Capture ›
Find out What's new in OpenText Capture ›

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