

Intelligent document processing

Maximize operational efficiency with information capture, AI, and process automation



Benefits

- Accelerate business processes at scale
- Increase employee productivity and satisfaction
- Deliver streamlined, intuitive customer experiences
- Strengthen compliance and information governance

As the volume and types of content grow, the need for automated workflows has never been greater. Operational efficiency and cost containment are top priorities, especially in challenging economic times. Despite this, employees spend their time on the tedious manual tasks required by content-intensive workflows. In fact, nearly half of all knowledge workers said they're spending too much time on these lower-value tasks.¹ Organizations need ways to take the friction out of work by leveraging AI and automation to improve operational efficiency and employee experiences.

OpenText™ intelligent document processing solutions seamlessly integrate information capture, AI and machine learning, and process automation to extract actionable data and accelerate downstream workflows in line-of-business applications and process automation tools.

¹ APQC, Fixing Process & Knowledge Productivity Problems: Survey Report. (2021)

“This OpenText customer-centric integration will help maximize our operational efficiencies across different lines of businesses and locations, which in turn helps lower expenses and strengthens our business infrastructure.”

Joseph Yew
CIO
MSIG Asia

[Read the case study ›](#)

Accelerate business processes at scale

While digitizing content is a critical first step for digital transformation, going paperless is no longer enough for managing the increasingly high volume of enterprise content. A large portion of documents now originate as semi-structured and unstructured digital file types—emails, attachments, SMS, PDF, PNG, and more. Unfortunately, many organizations still rely on employees to manually classify and index these files. As a result, they experience costly errors and delays in critical processes.

With an OpenText intelligent document processing solution, incoming content can immediately be transformed so that it's usable and searchable. No longer just a piece of content, it quickly becomes information that feeds automated business processes, removing the burden from the business user to manually review content, add tags, and decide whether to kick off the next process workflow.

Increase employee productivity and job satisfaction

Without process automation, organizations expect employees to spend their time on the tedious manual tasks required by content-intensive workflows. Because employees prefer to spend their time on higher-value work, manual tasks like document classification and metadata are often rushed or not done. Knowledge workers commonly waste 20 percent of their work week looking for, recreating, and duplicating information in order to complete their tasks.² This leads to frustration, lower job satisfaction, and reduced productivity.

OpenText IDP solutions simplify the user experience by automating repetitive tasks and integrating extracted data into applications that employees use on a daily basis, such as SAP® and Salesforce®.

Deliver streamlined, intuitive customer experiences

Successful organizations automate customer onboarding and support workflows that are full of frustrating and repetitive manual tasks. However, they first need text analytics to extract insight and understanding from the many types of inbound digitized and natively digital customer content. For example, the tone of customer communications can be used to trigger who is assigned the support ticket and that person can be given an automated content summary along with the task assignment.

OpenText IDP solutions enable improved customer experiences with faster response times, personalized interactions based on sentiment insights, and content-rich applications fueled by accurate data.

Strengthen compliance and information governance

Organizations face increasing pressure to protect information and comply with evolving regulations. An OpenText IDP solution simplifies compliance and document access by automatically classifying, filing, and archiving documents based on metadata extracted from semi-structured and unstructured content, as well as structured forms.

² APQC, KM Makes Knowledge Workers More Productive and Less Stressed Out. (2022)

Resources

[What is intelligent document processing?](#)

[Streamline sales processes within Salesforce >](#)

[Empower accounting automation within SAP >](#)

OpenText is an IDP leader, providing broad content management with deep process automation integrations. To generate actionable, accurate information with minimal manual tasks, OpenText leverages multiple recognition technologies alongside AI and continuous machine learning. OpenText IDP solutions can be deployed off cloud, as public cloud SaaS, or in a private or hybrid environment hosted by OpenText, Google Cloud™, AWS, or Microsoft® Azure®. Deep integrations with SAP and Salesforce leverage their features to simplify user experiences and expand process automation capabilities.

OpenText is committed to future-proofing its content services platforms and further integrating capture and IDP so organizations can rely on having an end-to-end solution from one vendor.

Solution	Description
OpenText™ Capture	Reduce costs and accelerate business with intelligent document processing and automation.
OpenText™ Core Capture	Transform content in the cloud to empower intelligent document processing.
OpenText Vendor Invoice Management for SAP Solutions (VIM)	Streamline financial processes across all departments.
OpenText™ Process Automation	Automate and optimize business processes with a low-code application development platform.
OpenText™ Intelligent Classification	Make sense of content, millions of pages at a time.
OpenText™ Core Capture for SAP® Solutions	Digitize incoming content, identify the content and automate its delivery to business processes within SAP® ECC and SAP® S/4HANA®.
OpenText™ Core Capture for Salesforce	Capture documents and extract critical data to accelerate and enrich Salesforce processes.