

A Guide to CenterVision® Software

The Heart of





THE ENTERPRISE CAPTURE CHALLENGE

Managing Transactional Content

Managing in-bound documents and acquiring the content needed to complete each business transaction, is often a labor-intensive, slow and inaccurate process. Running high-volume scanning operations, capturing documents from remote locations and overseeing the data capture process presents a global challenge for many organizations. Slow distribution of information into the business, lost documents, insufficient audit trails and inadequate management controls result in high operational costs, poor service levels and an ineffective customer communications process.

Optimize Business Performance

CenterVision tackles these business challenges by providing a single platform to optimize the deployment, operation and management of multiple document processing sites across a global business enterprise. The solution converts any paper and electronic document, including

those delivered by post, email and fax, into useable digital content and sends it directly to the appropriate business area to provide the highest quality response to the customer.

By monitoring the performance of every processing activity, CenterVision provides a high level of management visibility and operational control. This allows an organization to significantly reduce costs and enhance the quality of information by improving the efficiency of every document transaction.

Real World Expertise

CenterVision leverages the expertise and knowledge BancTec has gained from years of operating onshore and offshore processing centers. This expertise has been built into the CenterVision solution to efficiently manage all the processing resources available to an organization, no matter where they are located. By automating and simplifying each document task and by providing the flexibility to quickly add new processes, customers and documents, CenterVision ensures that every possible service level agreement will be met.

- Process any type of document including forms, invoices, correspondence, payments, emails and faxes.
- Reduce costs associated with capturing, processing and delivering all in-bound documents.
- Monitor every processing activity and manage resources against service levels to maximize business performance.
- Accelerate the delivery of information into the enterprise.
- Provide a complete audit trail to ensure compliance and complete operational control.
- Establish secure connections to complementary outsourcing services.

ORGANIZATIONS ARE UNDER INCREASING PRESSURE TO ENSURE CUSTOMER INFORMATION AND DATA FROM EXTERNAL PARTIES IS DELIVERED QUICKLY AND ACCURATELY INTO THE APPROPRIATE BUSINESS AREA. HANDLING PAPER DOCUMENTS VIA TRADITIONAL MAILROOMS IS LABOR-INTENSIVE, SLOW AND INACCURATE.

CENTERVISION PROVIDES A COMMON PLATFORM TO OPTIMIZE THE OPERATION AND MANAGEMENT OF MULTIPLE DOCUMENT PROCESSING SITES ACROSS A GLOBAL BUSINESS ENTERPRISE, THUS ENABLING QUICK AND ACCURATE PROCESSING OF ANY TYPE OF PAPER AND ELECTRONIC DOCUMENT.



MEETING THE DEMANDS OF TODAY'S OPERATIONS

Achieving Operational Excellence

CenterVision speeds up the transformation of paper documents into digital information by using a range of advanced services to get the information into the business as quickly as possible. These services cover every aspect of the in-bound mail process including mail logistics, document preparation, scanning, classification, data capture, validation, export and distribution.

Any activity that cannot be automated is accelerated using a range of worker productivity tools that increase operator speed and accuracy. CenterVision can also use existing applications, such as forms and invoice processing technologies that may already be in use within an organization, to help protect legacy investment and prevent the unnecessary re-design of document templates.

Reduces end-to-end processing times and enables faster delivery of customer transactions.

Increasing Management Control

CenterVision enhances the visibility of every processing activity by enabling managers and supervisors to measure productivity rates from anywhere within the global operations. It monitors every document process, operator activity and customer deliverable to ensure that all possible service level agreements are met.

CenterVision's monitoring and reporting services allow organizations to embark on a program of continual operational improvement. It measures and analyzes the costs, throughput and volumes of every work stream. To assist with compliance, CenterVision provides a complete document audit trail and eDiscovery requirements are managed via a customer portal to quickly retrieve any document held within the system.

Provides comprehensive monitoring and real-time management reports to improve business productivity and efficiently manage customer service levels.



A Flexible Processing Platform

Today's organizations demand a dynamic infrastructure that can manage all resources on a global basis and quickly adapt them to meet new business challenges. CenterVision can accept work from central and remote locations and distribute it to the most appropriate processing resource in order to best utilize staff and processing facilities.

CenterVision accelerates the deployment of imaging services by easily adding new customers, document streams and processing tasks. It allows organizations to securely connect to external Business Process Outsourcing (BPO) services to manage peaks in processing volumes, improve business continuity and securely outsource expensive manual activities.

Increases operational flexibility and business performance by managing activities across the enterprise with full reconciliation and billing.



THE CENTERVISION SOLUTION

A Diverse Range of Services

CenterVision provides an off-the-shelf application that can be integrated immediately into any business operation. It allows organizations to rapidly migrate individual document streams to the CenterVision platform and unite dispersed processing operations. At the core of the solution is a flexible business process infrastructure that manages a diverse range of services, with each one targeting a specific processing activity or user interaction. Any business area, from operations to management, IT and internal or external customers, can access the system to optimize and review each process.

CenterVision directs every in-bound document through the most appropriate processing route. Because CenterVision treats documents individually, it allows each one to flow through the system without being impeded by exceptional items. User-configured service levels and work prioritization ensures that each processing activity is performed to the required deadline.



The Logistics Manager Service

The Logistics Manager Service enables organizations to better manage the physical activities that are performed daily within the mailroom. Processes such as mail receipting, preparation for scanning and the movement of physical document items can be closely controlled. An internal tracking system allows mail centers to register the delivery of documents and mail bags and provide advanced forecasting of document volumes to help manage resources further down the process.

Using barcode tracking technology, administrators can monitor the physical items of mail through each activity performed within the mailroom before they are converted to digital format. It also manages the retention periods and the secure destruction or return of items to the customer. By better managing the physical lifecycle of each document, the mailroom activity can be streamlined and better controlled, costs can be significantly reduced and the document preparation processes greatly improved.

The Input Service

The Input Service connects to a wide range of capture devices and business applications to send information directly into the CenterVision platform. It accepts content from a wide range of document scanners, multi-function devices and fax servers, as well as data from email, office applications, web portals and personal digital assistants, no matter where they are geographically located.

Mail processing centers, document processing departments, office branches and even remote workers can be connected and authorized to send information directly into the system.

The Factory Service

The Factory Service provides access to a wide range of document processing applications that automate and optimize the processing, data capture and validation tasks. At the heart of the Factory Service is the Document Classifier which analyzes every document imported into the system and routes each one to the appropriate processing service, along with their delivery deadlines, to automatically extract the required content. It controls a wide range of complex processing activities to minimize manual intervention and pre-sorting tasks.

The Factory Service also manages any task that cannot be automated or which requires operator intervention. A number of user configurable interfaces allow data entry staff to perform high speed keying, snippet keying, rapid data validation and correction tasks at remote or centralized locations.



A COMPLETE FRAMEWORK OF SERVICES

The Gateway Service

The Gateway Service provides internal and external customers with their own portal to interact with the CenterVision platform. Whether the customer is an internal department or an external client, the Gateway Service offers an area where customers can analyze the work in progress and provide information to help administrators improve the efficiency of the system. Customers can request priority changes, enter key forecasting data, log service problems and retrieve images from within any stage of the process.

Businesses can securely connect to corporate web-based services to perform extended validation tasks or invoke further document services. The Gateway Service also allows the client to extend the system to external BPO operations in order to securely outsource exceptional or unwanted activities in order to reduce costs and improve business continuity.

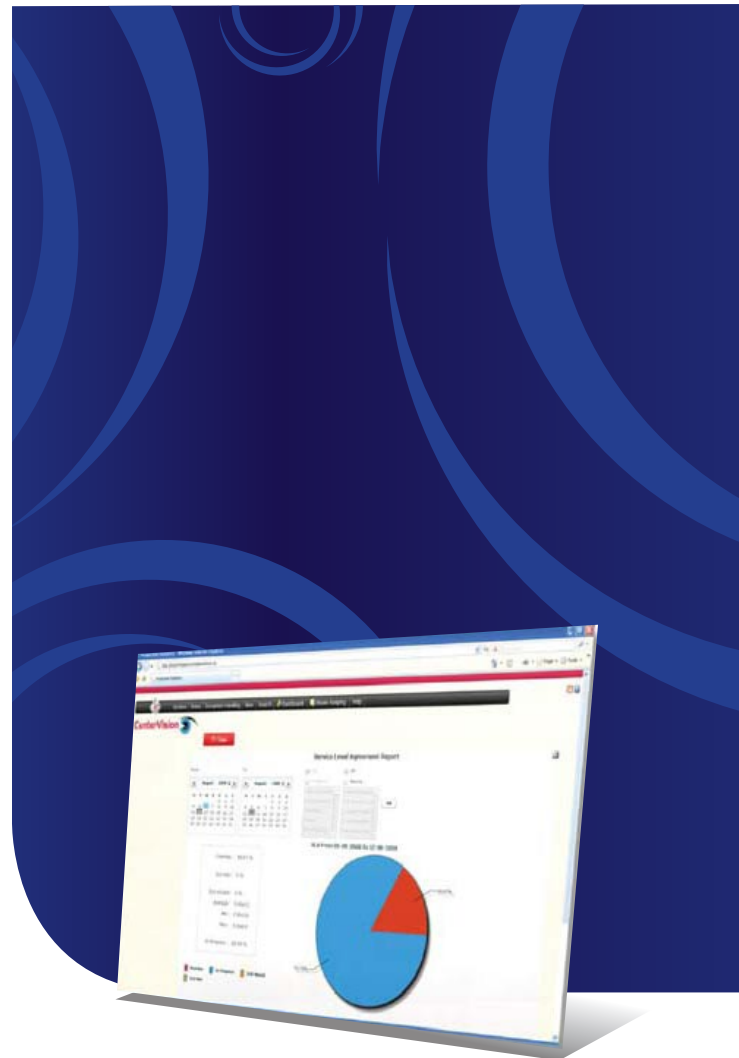
The Dashboard Service

The Dashboard Service provides real-time monitoring of all the processes that comprise a CenterVision solution. It allows organizations to quickly identify operational issues and to ensure all activities are performed within processing deadlines.

The Dashboard Service provides performance metrics for each automated and manual process conducted within the CenterVision solution. It ranks all customer deliverables by urgency to allow administrators to allocate the required resources to meet each service level agreement. Being web-based, the Dashboard Service is accessible to any authorized user, easy to use, and offers the interactivity, customization and "drill-down" analysis required for large scale implementations.

The Reporter Service

The Reporter Service displays historic performance data to provide operational transparency to the business and to enable managers to measure productivity rates. Its web-based interface allows managers anywhere in the world to access a wide range of user configurable and off-the-shelf reports to meet specific organizational and management



requirements. It provides detailed reconciliation for each processing activity, ensuring the integrity of the work is maintained and the correct department or customer is billed accurately for the work completed.

The Compliance Service

The Compliance Service provides a complete audit trail of every document. Individual documents can be tracked, from initial receipt to final delivery, and all events are automatically recorded within the system. The Compliance Service manages all retention policies and users can identify and retrieve any document within the system to satisfy legal admissibility and eDiscovery requirements. In addition, secure user access guarantees a high level of system security and control.



GAINING GLOBAL VISIBILITY

The Designer Service

Business process analysts can quickly identify and re-engineer any process inefficiencies using the configuration tools available within the Designer Service. It provides a workplace to extend the system to new users and departments and to quickly set up document templates, classification rules, processing services and deadlines. The Designer Service also monitors all user access rights and permissions, enabling users to establish roles, groups and passwords for complete system security.

The Dispatch Service

The Dispatch Service exports information processed within CenterVision to ensure speedy delivery to the relevant business application or knowledge worker. An open architecture allows the documents and data to be delivered to back office systems, routed to the relevant e-mail recipient, or exported to any business application. The Dispatch Service uses pre-defined XML plug-ins to minimize set-up and configuration.

Transactional Content Management for the Global Enterprise

The increasingly complex task of managing enterprise wide mail centers and multiple transactional processing sites can quickly escalate costs and erode customer service levels.

CenterVision provides an answer to these business issues by delivering a flexible management infrastructure that improves the visibility and control over every processing activity. With the ability to track every item that enters the organization, resources are better managed and efficiency levels improved throughout the global business operation.



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Scan-Optics Headquarters

169 Progress Drive

Manchester, CT 06042-2294