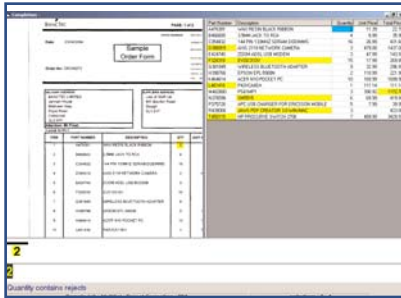


# eFIRST<sup>TM</sup> Capture

Efficiently process your customer correspondence

Enterprising solutions that keep business moving

**T**raditional mailroom and departmental processing centers depend on labor-intensive activities. However, eFIRST Capture automatically captures, sorts, processes and intelligently distributes all types of paper and electronic documents arriving in your business.



By removing the need to transport paper documents around large organizations eFIRST Capture allows companies to improve the time it takes for documents to arrive at their intended destination, wherever that is geographically.

All documents are fully tracked, which eliminates the risk of documents being mis-routed or lost. Orders and correspondence can be processed quickly, meaning operating costs are reduced and above all customer service levels are improved.

All inbound documents are captured the moment they enter the organization, leading to an improved visibility over the entire documentation process. This means management will be able to track the lifecycle of any document and pinpoint any bottlenecks in the document processing system.

## Any document, any data, any volume

eFIRST Capture can cope with the throughput of even the largest mailrooms in the biggest corporations - automating all mailroom and document processing tasks. Using the very latest intelligent character recognition and classification techniques, the system can process many document types including:

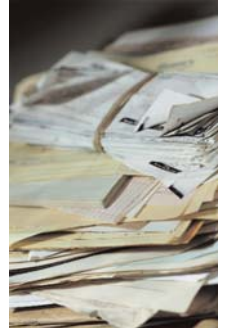
- Requests
- Payments
- Emails
- Application forms
- Complaints
- Invoices
- Letters
- PDA data
- Web data
- General correspondence
- Documents from regional offices and remote locations

And from these document types it can extract a wide variety of information, for example:

- Machine-printed text
- Hand-printed text
- Bar codes
- Tick marks
- Images
- Signatures

## Automatic document classification

eFIRST Capture captures most types of mixed documents (from scanners, fax servers and email) in a single pass with no manual pre-sorting. Once classified through the recognition of key words, phrases, image layouts and the interpretation of relevant rules, each document type is automatically routed to the correct work queue. All relevant data within the document is automatically extracted using processing rules, and the document is routed to the appropriate work queue, directory or email address, for further processing or for storage.



## Correspondence handling

One of the greatest strengths of eFIRST Capture is the processing of unstructured documents such as general correspondence. Using its powerful keyword and phrase identification tools, the system will automatically classify and process these documents for distribution to the correct areas within your organization.

Sophisticated validation features, designed specifically to make it quicker to process unstructured documents, are included in the system. Customer queries, complaints, account requests, transactions and other correspondence are identified and emailed to the correct business areas or individual for action, or imported into the correct profile within a content, document management or storage application. Customer details, dates, account numbers and addresses can also be identified, for further classification or indexing if required.



### Invoice and statement processing

When incoming invoices are scanned or imported into eFIRST Capture, reliable recognition technologies are used to automatically capture key invoice data - virtually eliminating keying and transposition errors. Balancing techniques are used before the extracted data and invoice values are exported to the relevant accounting or legacy systems, to ensure they are correct. This module can also process other semi-structured documents, such as purchase orders and goods received notices.

### Forms processing

Recognizing any form, eFIRST Capture automatically routes it to the correct processing engine, so that the required data can automatically be extracted.

Handwritten and machine-printed characters are recognized using ICR and OCR technology. Barcodes, images, tick marks and signatures are also identified and read. Validation of the captured data can also be enhanced using the data validation tools provided, via external database checks or with programmed algorithms. If forms processing applications already exist within your organization, they will be used in conjunction with eFIRST mailroom, to capitalize on your previous investment.

### Email alerts

Using eFIRST Capture, relevant personnel can be notified as soon as an urgent document arrives in the organization. Alerts can be set up by operators and other authorized personnel, and sent by email, SMS messaging or workflow, to notify users that a document requires their immediate attention or to fast-track the processing of specific documents.

### Keeping track of documents

A full set of reporting and statistical report tools is included with eFIRST Capture, to help you track every piece of incoming correspondence. This audit trail feature also includes statistical information on the performance of the system.

### Seamless integration

eFIRST Capture is just one of the eFIRST suite of information management products. Naturally it can be seamlessly integrated with other eFIRST applications, to provide a complete information management, workflow and storage solution.

eFIRST is also integrated with many third party systems, with a standardized XML format output ensuring compatibility with the widest possible range of back office systems. This compatibility enables eFIRST to provide a single capture platform for the automatic population of your existing archive, document and content management, CRM and ERP applications, without the need to perform manual indexing or data entry tasks.

### About us

BancTec is a worldwide provider of comprehensive enterprise content management, image capture devices, infrastructure support services and payment processing solutions. For over 30 years, BancTec has helped customers create business efficiencies through innovative technology and services. BancTec's technology and service solutions help companies simplify the process of managing their business.

By improving the mailroom processes, we help organizations:

- Gain a commercial advantage through faster processing of claims or applications
- Improve data quality and integrity
- Improve customer service levels
- Reduce productivity lost through mis-filing or lost items
- Recover quickly from disaster
- Meet compliance standards

### Find out more

For more information about BancTec eFIRST Capture, or to discuss your requirements, please visit us online at: [www.banctec.co.uk](http://www.banctec.co.uk) or feel free to contact us on: +44 (0)1753 778888 or email: [ukmarketing@banctec.co.uk](mailto:ukmarketing@banctec.co.uk)

BancTec Ltd, Jarman House, Mathsiem Way, Colnbrook, Berkshire, SL3 0HF  
Tel: +44 (0)1753 778888 Fax: +44 (0)1753 778707  
Email: [ukmarketing@banctec.co.uk](mailto:ukmarketing@banctec.co.uk)

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