

Document Imaging: Once a Luxury is now a Necessity

Organizations no longer have an option when it comes to document imaging. Imaging technologies are the foundation for any automation initiative of paper-based processes, and the onerous record keeping requirements of regulatory agencies demand the technology.

It is estimated that over 75% of the worldwide information is fixed in nature, meaning written once and not changed. This content is further characterized by requirements for online access, guaranteed authenticity, and long-term retention. Such information serves as the corporate intelligence of daily business activities and creates a knowledge base for future review and analysis.

Consider for a moment, where your information resides—records, transactions, payments, correspondence, and other sources of structured or unstructured information. With an imaging system, your information is left intact yet still available electronically—for multiple purposes to multiple departments' enterprise wide. By imaging business transactions, organizations are able to support current and future management decisions, satisfy client obligations, protect against adverse litigation, and maintain regulatory compliance.

But basic business requirements demand a return on investment. For years, the cost of imaging made the return too long for many organizations. This required return can be accomplished by improving employee and process productivity, while at the same time meeting the legislated requirements of the day.

Imaging is the foundation for process improvement. Transforming paper to electronic information allows managers to measure productivity, and actually begin to control what takes place in their operations. Also technology can be deployed with image-based files to eliminate manual labor.

To support these points, let's consider how Comsquared helped one of the nation's largest benefits administrators manage an ever-increasing influx of paper, all the while providing instantaneous access to that same information and adhering to

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compliance requirements. By implementing a document workflow and imaging solution, our client was able to increase the amount of claims processed per person, per day from 300 to 750 claims. This was accomplished by capturing all claim submissions at their source, either fax-in or U.S. Mail, and converting them to image form. The claims were then electronically processed via ICR to convert the handwritten information to data, providing automated validation of eligibility, address correction, and claim balancing. Our client realized this increased operating output, without adding personnel, and ensured its system met all regulatory requirements. This company recognized their savings by:

- **Eliminating Manual Data Entry:** using ICR technology they have the ability to capture hand-written documents and transform the information into electronic data, even from fax-in documents.
- **Measuring Employee Productivity through Management Reporting:** automated management reporting is provided in the form of onscreen operator metrics and periodic summaries. Supervisory personnel know at a glance where attention is needed.

Perhaps the most revolutionary return on investment available today from imaging technology is in the area of Accounts Payable. Imaging has been used extensively in A/P operations. But, imaging alone has never been able to eliminate the data entry requirement in A/P work. Comsquared's

imaging, deployed with the latest unstructured data recognition technology, provides organizations with the ability to automate almost all A/P data entry. This elimination of data entry provides cost savings in A/P departments of 50% or more.

Imaging is also a foundation piece for organizations needing to distribute workload across multiple time zones. Management, from central locations, can electronically direct workloads to distributed operations. Bottlenecks in processing are prevented, which is not an option in paper-based systems. Cost savings are realized by shifting work to areas with lower cost structures, such as from an area requiring overtime pay to one that does not. Case in point, Comsquared helped a major manufacturer control its personnel costs by providing management with real time statistical information about the current workload and allowing work to be directed to other locations around the globe. This was all made possible by the foundation put in place with imaging technologies.

Organizations receive direct benefits from an imaging foundation including:

- **Reduced Employee Headcounts by 50%-80%**
- **Measurement, Management Reporting, and Controls**
- **Regulatory Compliance**

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Comsquared Systems, headquartered in Atlanta, GA, with more than 23 years of industry experience, is a leading Enterprise Content Management (ECM) provider of imaging and workflow software. Our UNISearch® and ImageDirector™ family of Internet software solutions help organizations transform unmanageable paper-based processes into efficient, easy-to-use electronic solutions.

For more information, visit us at <http://www.comsquared.com> or call 800-592-3766.