



Information Capture System

# Automated Data Capture System

## Reduce Manual Data Entry

Establishing strategic competitive advantage is critical in today's digital economy. However, most businesses continue to process almost 80% of their documents and forms manually. Such human intervention in business critical processes is time-consuming, expensive and increases the probability of errors—all are factors that increase the cost of doing business, while reducing efficiency and effectiveness.

Verity® TeleForm® enables businesses and government organizations to quickly and easily capture and convert paper-based and electronic forms into digital data that can be used departmentally or throughout the enterprise.

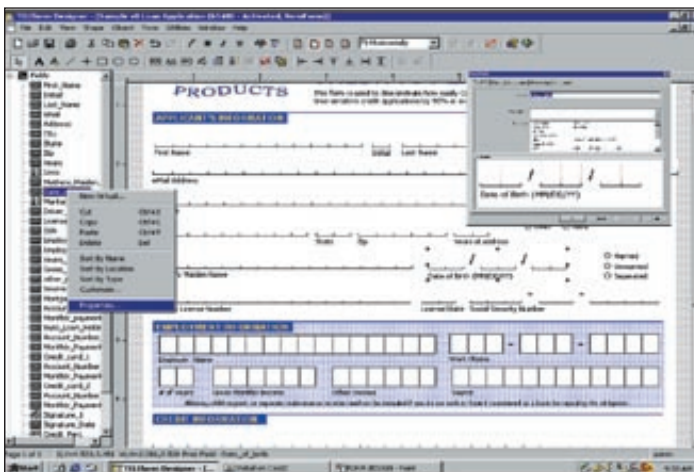
A versatile and comprehensive software solution, TeleForm is designed to accommodate even the most demanding business needs. TeleForm is the only solution capable of managing both paper and electronic-based forms—leveraging existing investments in technology and scaling with ever-growing business process requirements.

TeleForm offers a proven solution that dramatically reduces operating costs associated with manual data entry, increases operating efficiency and provides an on-ramp for Web-based content and document management systems.

The benefits and business value of Verity TeleForm can add up quickly:

- **Reduces manual data entry costs by up to 90%:** Frees up resources for other more critical projects.
- **Improves processing time by 500% or greater:** Enables your staff to be more productive.
- **Increases data quality:** Automatically cleans and confirms data with business-rules processing and database validation.
- **Accelerates delivery of data and documents to your system:** Allows for efficient storage and data access.
- **Leverages current system investments:** Enables easy integration with existing applications and databases.

Accuracy, speed, scalability and versatility make TeleForm the single answer for all your high-volume document capture, data collection and information processing needs.



*Building forms from scratch or preparing existing forms for high-volume data collection is easy with TeleForm Form Designer. A robust set of tools enables users to rapidly deploy intelligent form applications.*

## Verity TeleForm:

### Flexible, High-Volume Information Capture

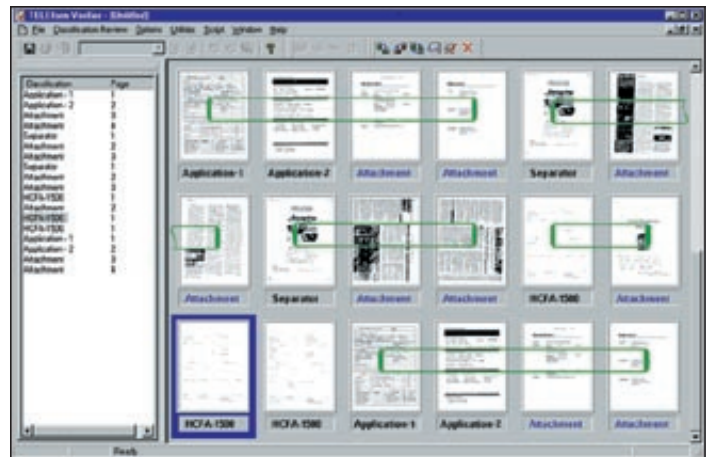
Collecting, validating and storing information is a monumental task for businesses that don't have the proper tools required to succeed. TeleForm enables enterprise and government organizations to quickly capture, extract, verify, process and index large quantities of information using production-level scanners, fax servers and the Internet. TeleForm automatically sends clean data, documents and attachments to multiple archive and retrieval systems. Built-in and custom XML Connect Agents allow for round-trip data flow and easy integration with enterprise systems. Verity offers two solutions to meet the needs of your business:

#### Verity TeleForm Enterprise – A Scalable, Network Solution

Designed specifically to meet the demands of distributed high-volume form and document capture environments.

#### Verity TeleForm Elite – A Departmental, Work Station Solution

Designed specifically to meet the needs of project-oriented requirements.



*TeleForm Job QC utilizes graphical slide sorting to quickly check that forms and attachments are grouped properly for image export.*

### A Complete Paper and Electronic Solution

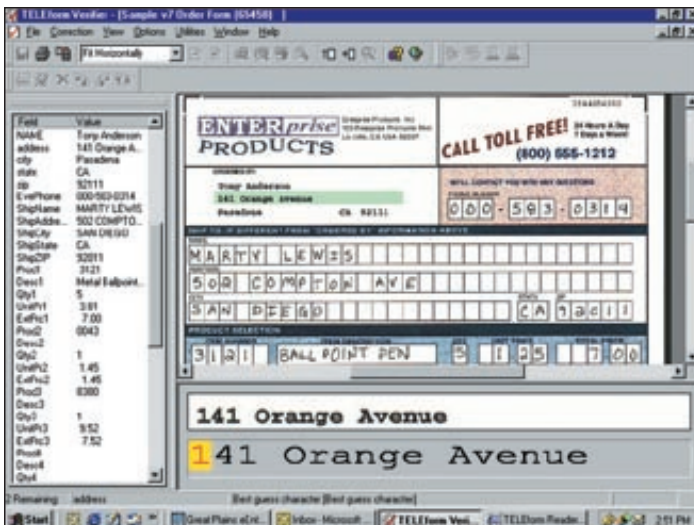
TeleForm is the only information capture solution that easily processes paper, PDF and HTML forms and documents via scan, fax, email or the Internet. TeleForm also includes AutoMerge Publisher for pre-filling forms and custom response documents and delivering them automatically via fax, print or email.

### Remote Productivity (Enterprise only)

TeleForm Remote Capture Option gives organizations the power and flexibility to scan forms and documents at remote locations worldwide for collection into a central TeleForm system for processing anytime, anywhere. Organizations running Citrix® can also add remote verification and form design to create a completely remote operating environment. In addition, connectivity with Verity LiquidOffice™ enables Web-based routing, lightweight indexing and verification from a standard Web browser.

### Point-and-Click Form Creation

TeleForm Form Designer is a robust design application that significantly reduces the time it takes to create and deploy new forms or adapt existing forms for easy data and document capture. The intuitive tools extend beyond form layout to include highly configurable data validation and database lookup capabilities.



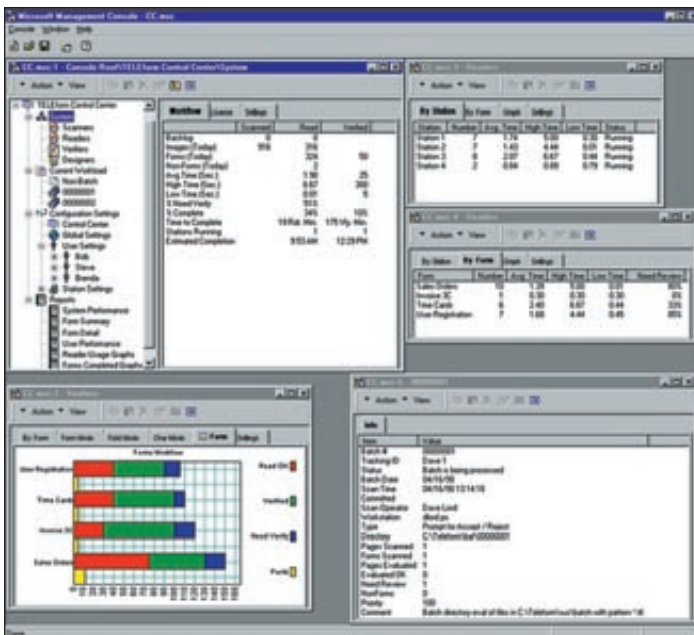
TeleForm Verifier presents the entire form image for validation of questionable entries in the context of the entire form.

### Superior Recognition

At the core of Verity's powerful form and document processing capabilities is a state-of-the-art voting system that leverages numerous award-winning machine, hand-print and barcode reading engines. With support for over 25 international languages and a flexible API, TeleForm delivers unsurpassed recognition capabilities.

### Preprocessing and Quality Control

Image quality is a critical factor in determining how well characters and documents are identified and processed. TeleForm includes advanced image enhancement and correction capabilities, including de-skewing, auto-rotating and character enhancement. Built-in quality control features identify and correct low-quality images early in the process, reducing human intervention.



TeleForm's Control Center provides real-time system administration and process optimization.

### Automated Data Validation & Exception Verification

Automated business-rules processing includes format restrictions and database look-ups to validate field values. Exceptions are intelligently routed to the right human operators to review and correct. "Reverification" capabilities enable operators to quickly move from one document to another, making corrections at any stage and moving cumbersome forms to research queues for review at a later time.

### Security Control and Centralized Management (Enterprise only)

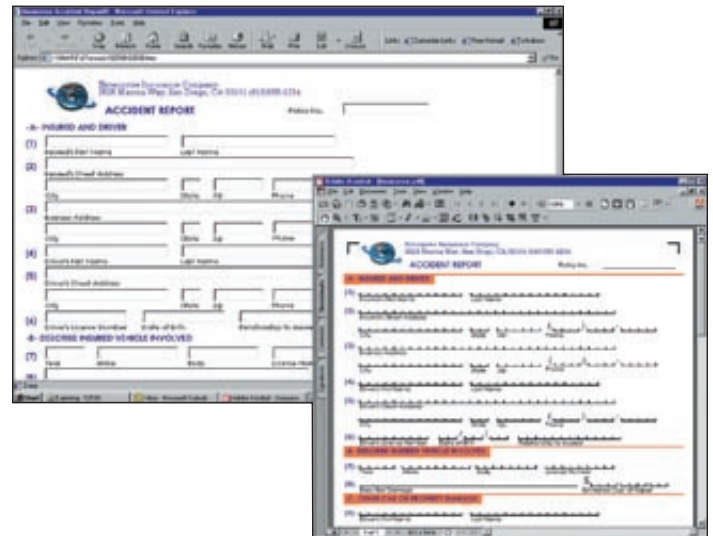
User-based access control enables administrators to define user security settings and access to selected forms. A central management library of form elements enables administrative control and reuse while a structured hierarchy of folders makes managing forms easier than ever. Centralized administration and load-balancing controls are delivered via the TeleForm Control Center, a native snap-in for The Microsoft® Management Console.

### Export Connectivity

Pre-built Verity Connect Agents automatically pass documents and data to backoffice applications. This includes processing accurate data into database and commercial backoffice applications while placing images and data into archive, document and knowledge management systems. A few of the formats supported for export include:

- Database: ODBC, SQL Server, Oracle and Microsoft Access
- Data: XML, ASCII, CSV and SPSS
- Document Management Systems: FileNET, Open Text and IBM Content Manager
- Custom or personalized documents via fax or email

Custom Connect Agents can be easily created to interface with in-house applications.



A TeleForm solution with eForm Option allows you to design forms once and publish as paper, PDF or HTML, while maintaining business rules and database connectivity.

## Applications

### Accounting

Expense reports, invoices, statements, purchase orders, time cards

### Customer Service

Order forms, warranty claims, service requests, consultation forms, work authorizations

### Human Resources

Employment applications, benefit enrollments, transfer requests, per-

formance evaluations, vacation requests, consent forms

### Marketing

Surveys, research test forms, event registrations, product evaluations, entry forms, questionnaires

### Production

Work orders, requisition forms, shipping, receiving documents

## Industries

### Government

License applications, census forms, tax forms, vehicle registration, business and building permits

### Education

Student applications, test results, financial aid

### Healthcare

Claim forms, prescription orders, patient encounter forms

### Pharmaceutical

Case Report Forms (CRF), patient surveys, research forms

### Finance

Loan applications, credit reports, new accounts

### Insurance

Claim forms, requests for proposals, reimbursement forms

## Modules

### Standard Modules

The TeleForm solution provides out-of-the-box functionality, including:

- Form Designer
- Reader/Scan Station
- Verifier
- AutoMerge Publisher
- Remote Capture Enabled (Enterprise only)

TeleForm Enterprise offers businesses the ability to add additional modules for expanded functionality.

### TeleForm eForm Option

Turn standard paper forms into intelligent eForms by exporting forms to HTML or PDF formats for online data collection. Supports electronic merge and email functionality.

### TeleForm Remote Capture Option

Supports remote design, scanning and verification of forms and documents from anywhere in the world.

## System Requirements

### TeleForm Enterprise Server

- Intel® Pentium® III-based processor running at 800MHz or higher
- Microsoft Windows 2000 Advanced Server 2000 Server; NT Server
- 1 GB free hard drive space for complete installation (200 MB required)
- 512 MB of RAM
- 100 Mbps TCP/IP high-quality network card
- CD-ROM drive

### TeleForm Enterprise Workstation

- Intel® Pentium® III-based processor running at 600MHz or higher
- 400 MB free hard-drive space for complete installation (200 MB required)
- 128 MB of RAM
- 100 Mbps high-quality network card
- VGA color or better monitor (17" monitor recommended for Verifier stations)
- CD-ROM drive
- Mouse or other pointing device
- Microsoft Windows 2000 Professional; NT 4.0 workstation; 98; XP; ME
- Compatible scanner, fax server and/or Web server

### TeleForm Elite

- Intel® Pentium® II-based processor running at 400 MHz or higher
- 400 MB free hard-drive space for complete installation
- 128 MB of RAM
- VGA color or better monitor
- CD-ROM drive
- Microsoft Windows 2000 Professional; NT 4.0 workstation; 98; XP; ME
- Compatible scanner, fax server and/or Web server

## Verity and Intellectual Capital Management

Headquartered in Sunnyvale, Calif., Verity provides software solutions that help maximize the return on intellectual capital investment of all sizes and types of organizations by utilizing Verity's industry-leading enterprise search, classification and recommendation technologies across their entire dynamic information flow. Verity software is used to capture content, drive automated business processes, share information within and between enterprises and facilitate e-commerce sales and service activities. Verity technology also serves as a core component of many leading business applications.

Verity software solutions are used by more than 11,500 customers in the private and public sectors. Customers include Adobe Systems, American Express, AT&T, Bristol-Myers Squibb, British Petroleum, Cap Gemini Ernst & Young, Cardinal Health, Cisco Systems, EMC Documentum, Dow Jones, Financial Times, Hewlett-Packard, Home Depot, Lotus, Kaiser Permanente, META Group, SAP, Siemens, State of California, Stelent, Sybase, U.S. Departments of Energy and Justice, and U.S. Army.

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