

THE PROVEN NO. 1 SOLUTION FOR AUTOMATED INFORMATION EXTRACTION, IN ANY FORMAT, FROM ANY FORM



READSOFT®  
**DOCUMENTS**  
FOR FORMS

**As used by multinational  
enterprises as well as  
local companies**

# Why waste handling costs and time? Why sacrifice accuracy?

Processing forms is part of every business's daily work process. And it can be a time consumer of epic proportions. Consider the range of information that comes into an office every day: order forms, inquiries, reply forms; electronic, printed, handwritten; by Internet, by email, by fax. ReadSoft's intelligent solution for document processing, ReadSoft DOCUMENTS for Forms, automatically captures and perfects the information before sending it to your target system in the right format.

## Time...

Time savings start immediately. With rapid setup and unsurpassed user-friendliness, the software ensures a fast payback. Its scalability and flexibility, in volume as well as integrations, input sources, and target applications, ensure that all future requirements can be fulfilled.

## ...is money

Automatic information capture eliminates the first step of manual entry, and all the labor expense that entails. It also speeds up the verification process, providing the operator with an unrivaled user-friendly technique for handling the small percentage of inconsistent or illegible information. Substantial productivity gains are the absolute rule.

When ReadSoft DOCUMENTS for Forms is used to handle revenue-generating documents such as sales orders, credit applications and payments by check, it improves cash flow as well as the bottom line. Faster and more accurate processing of these forms puts you in a stronger, more dynamic financial position.

## Efficiency from day one

You don't have to be a computer expert to use and benefit from ReadSoft DOCUMENTS for Forms. The expertise is built in. With superior first-pass interpretation accuracy and easy-to-use validation tools, the operator learning time is minimal. At most companies, automatic information capture is more efficient than manual processing from day one.

## Boost your business efficiency by automating your form processing

Avon Products, Inc. is the world's largest direct seller of beauty products, operating local companies, ranging from large to small, in 140 countries. To date (2005), ReadSoft's Forms business solution has been installed in 41 countries throughout North and South America, Canada, most countries in West and East Europe, Australia and New Zealand. Over 100 million forms are processed by the ReadSoft solution every year.

*"The Forms business solution has played and keeps playing a key role in helping us provide fast, correct service to our customers and representatives. That has helped us grow in financial terms, in quality and in the number of satisfied customers,"* says Adam Kuta, Vice President, IT Enterprise Solutions.



# Benefit from the world's leading supplier of software for Document Automation

FORMS by ReadSoft, now an integral part of ReadSoft DOCUMENTS for Forms, has been providing customers with an easy-to-implement document-specific solution for a decade and a half.

## ReadSoft: Among the first to deliver reliable automatic data capture

In 1991, ReadSoft presented the market with a viable solution for automated form handling. Over the years we have come across every kind of form imaginable and gained a profound understanding of the incredibly varied requirements for efficiency in the complete process.

Today, some 4500 customers later, ReadSoft is a major player in the world with installations in many countries all over the globe.

## ReadSoft: A complete solution tailored to your business requirements

No two companies are alike. ReadSoft DOCUMENTS for Forms is designed for total flexibility. The system includes electronic input functions for email, web forms, faxes, and digital pen, as well as an intelligent scan handler for paper. Interpretation, verification and transfer are readily run by the end user and combine with integrations and an open architecture to provide a powerful solution that can be customized for your company's specific demands.

The software is suitable for volumes ranging from a few documents to several hundred a minute. The data output formats are flexible and easy to integrate with your target system and applications. Our worldwide leadership is built on scalable turnkey solutions yielding an exceptionally quick return on investment. And substantial, lasting cost savings for you.



## ReadSoft: Highest information quality for your line-of-business applications

ReadSoft DOCUMENTS for Forms uses state-of-the-art character, barcode and mark recognition techniques to interpret the data on any documents, delivering unequalled first-pass accuracy.

Information quality is important for every business. The system offers easy-to-use wizard setup of many powerful methods for validating and verifying the information captured, both automatic and user-prompted. Needless to say, your return on investment is higher if the information you collect is correct at once.

### ReadSoft – Innovator and expert

- 1991 - Automatic data capture from forms, including handwriting
- 1994 - Fast verify, batch handling, multiple languages
- 1997 - Self-tutoring technology for invoices, with auto-learning and recognition
- 2000 - Ability to handle color in documents
- 2000 - Unified process for all media, including email, paper, fax and web
- 2001 - First company certified by SAP® for its INVOICES integration to SAP® R/3®
- 2002 - Image-based Electronic Data Interchange (EDI) for invoices via email
- 2003 - Mobile data capture through a digital pen
- 2004 - Introduction of the ReadSoft DOCUMENTS software platform
- 2005 - First certified integration to Oracle® E-Business Suite
- 2006 - Automated invoice sorting
- 2007 - Automated document classification, separation, sorting and indexing

# ReadSoft DOCUMENTS for Forms:

## A complete forms processing solution, adaptable to your business requirements and document volume

ReadSoft DOCUMENTS for Forms is easy to set up and use. User-friendly displays and dialog boxes get users up and running in no time.

ReadSoft DOCUMENTS for Forms handles all media and all formats, shapes, and sizes; digital, handwritten, and printed. Just use a blank form and define the fields you want to capture: You're in production!

The software is also outstanding when it comes to color forms processing. Color carries more information and makes the forms easier for respondents to understand and to use.

### Complete, from input to output

On the input side, choose from among all the Capture Automation Area capabilities for capturing form information: paper docu-

ments, electronic documents, and document images, via paper, email, fax, web, and file transfer.

During the process, our business solution offers various ways of interacting with your line-of-business applications – for example checking addresses, providing product information, updating inventories, booking seats, or making statistical calculations.

Your solution can include any workflow you already use or plan to implement, as well as output configured to match any target system.

The process will automatically supply form images for your archiving system, and of course you can choose between early archiving and archiving after verification.

Furthermore, ReadSoft DOCUMENTS for Forms provides the security and flexibility that can be expected from a business critical process.

### Modular and completely flexible

There are no upper or lower limits to the number of forms you can process. You can go from a single computer to a complete network solution with a central server and any number of workstations. You can always add integration, workflow, process monitoring, archiving, and/or customized functionality at a later date.

### Open architecture for easy integration

The ReadSoft DOCUMENTS for Forms system is more open than ever, thanks to our plug-in architecture. Third-party development can truly be seamlessly integrated with ReadSoft DOCUMENTS for Forms. The powerful open architecture permits extraordinary development and functional extension in a fraction of the usual time.

Whatever your requirements, you can always rely on ReadSoft and our many highly competent partners.



### Automation Area Capabilities

#### CAPTURE

##### What they are for?

- Electronic documents  
*Email, Web, Fax, XML*
- Document images  
*Scanned paper*  
*Remote scanning*  
*Imported image files*  
*Imprinting*
- Batch handling
- Image enhancement
- Color handling

#### UNDERSTAND

##### What they are for?

- Forms sorting
- Complete content extraction  
*Machine print*  
*Handwriting*  
*Barcodes*  
*Mark fields*
- Automated validation

#### MANAGE

##### What they are for?

- Verification  
*Local*  
*Remote*
- Edit knowledge base
- Process monitoring
- Short-term archiving
- Approval workflow

#### INTEGRATE

##### What they are for?

- File transfer
- Database interaction
- XML output
- Workflow system integration
- Archive system integration

#### INTERCHANGE

##### What they are for?

- Secure email sender  
*Encryption*  
*Digital signatures*
- Secure email receiver  
*Decryption*  
*Digital signature handling*
- Automatic receipts



# Capturing all your incoming forms, regardless of format and medium



Most forms still arrive on paper. ReadSoft DOCUMENTS for Forms offers singularly powerful scanner control. Digital input in various formats, along with information captured from any kind of digital document, is streamlined into ReadSoft DOCUMENTS for Forms. When processing images, the software utilizes all the colors of the original document for unequalled information access. Other types of digital input are rendered as images in a parallel process, in order to simplify verification, workflow, and electronic archiving.

## Importing your electronic forms

ReadSoft DOCUMENTS for Forms automatically captures all relevant attachments from emails and streamline them into the process. Information from the email, such as sender and addressee, is saved with the documents.

You can automatically publish information requests (such as surveys, applications, or order forms) on the web. ReadSoft DOCUMENTS for Forms converts your document specifications into Internet forms (including validation rules). Your respondents fill in such a form, ReadSoft DOCUMENTS for Forms retrieves the online information and inserts it into the normal production flow.

XML documents are converted to a standard format to ensure correct results.

## Digitizing paper and reading your form images

The scanner-handling module of ReadSoft DOCUMENTS for Forms is unique in its use of identification, deskewing, removal of preprinted background, color process-

ing, advanced batch handling, quality control during scanning, and endorser print handling.

Scan your documents anywhere and submit them to central processing by email, over a network, or through Internet file transfer.

Catch any fax routed from your fax management software and send it into the unified stream of ReadSoft DOCUMENTS for Forms. For smaller batches, faxing may be considered as an alternative to remote scanning.

If you are on the go, Digital Pen functionality provides perfect input, whether you use a network, the Internet, or a Bluetooth-enabled cell phone connection. A fast, simple, and convenient route from pen to interpretation, perfect for field work.

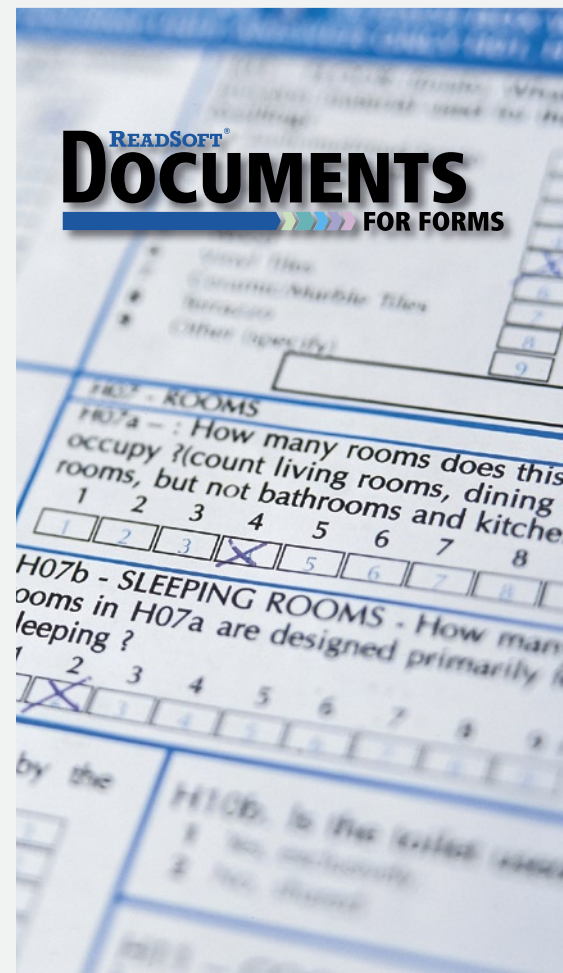
All the standard image file formats (TIFF, PNG, JPG, BMP, etc.) can be entered directly into the process, to join the normal production flow.

## Enhancing your document images for better understanding

Since image quality can vary greatly, ReadSoft DOCUMENTS for Forms includes many different types of filters for background filtering, advanced image filtering and adaptive filtering. The filters can be used in any combination, and they greatly enhance the information extraction.

## Managing color to ensure that all information is retained

ReadSoft DOCUMENTS for Forms color processing enhances production efficiency. Color viewing improves on-screen appearance, while color image handling, interpretation, and filtering contribute to improved processing performance. As an example, you can suppress certain background colors and enhance specific foreground colors to improve character isolation, which translates into better interpretation.



# Understanding your forms, for automatic sorting, information extraction and validation

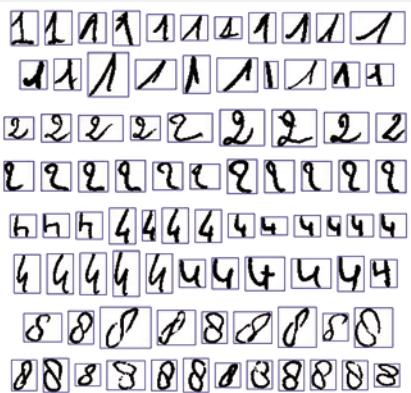


## We sort your forms, so you don't have to

The input is automatically sorted so that each type of form is streamed to its own queue for correct processing. You just load the scanner with any incoming forms, and ReadSoft DOCUMENTS for Forms does the rest.

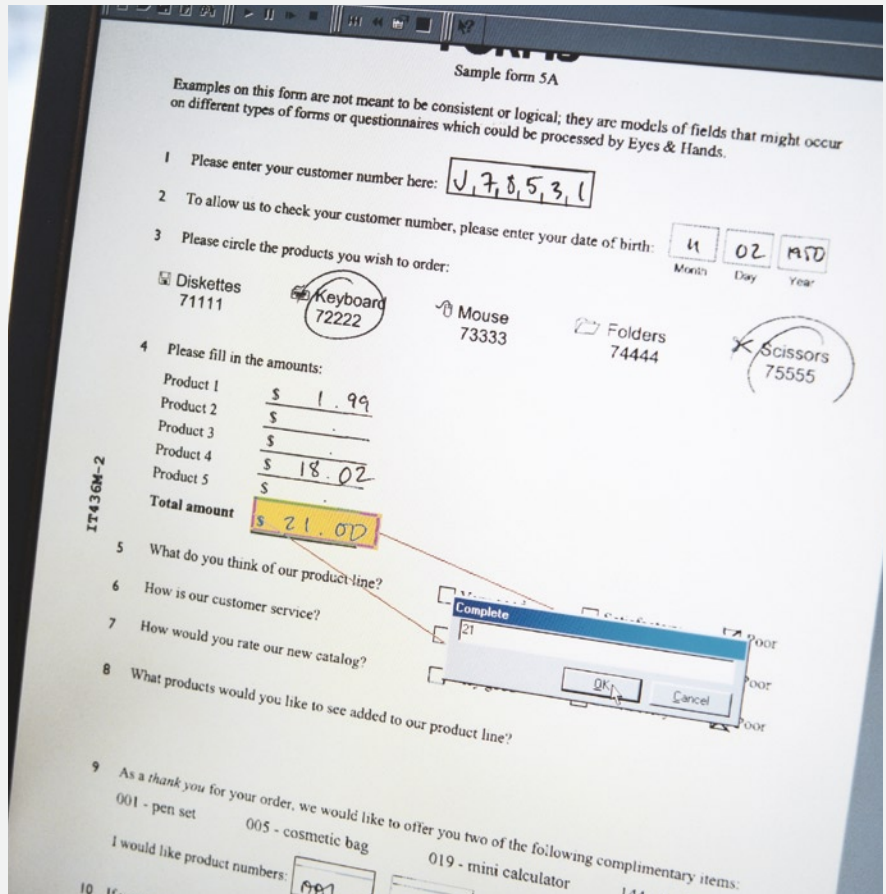
## Built-in support for regional variations

The shape of a handwritten character, as well as the use of special characters, can vary significantly between regions and languages. To cope with this, ReadSoft DOCUMENTS for Forms includes many of localized character sets. You can even apply different character sets to various forms.



## Complete information extraction

Building on experience from a decade and a half, ReadSoft DOCUMENTS is thoroughly equipped to handle information extraction from any kind of machine print. And its interpretation of handwriting is so sophisticated that the block letters do not have to be written more carefully than usual, nor is there any need for extra space between them. Superior interpretation is



the result of the latest artificial intelligence technology, including feature analysis, neural networks, generic algorithms, fuzzy logic, machine learning, and trigram tables.

Barcodes are a safe way of representing information, and of course ReadSoft DOCUMENTS understands all of the main types of barcodes in use.

Check boxes and circle fields have been ReadSoft specialties from the start. There is no safer way to convey information on a form, especially one intended for automatic information extraction.

## Automatic data checking

Automatic information capture is more than just interpreting the figures, characters, barcodes and check boxes. Names in a payroll system, for example, can be checked against an employee database. Addresses can be validated against databases of possible addresses. Prices on manually completed order forms can be checked and the sums recalculated. A wide variety of databases, dictionaries, range checks and other validation tools can be used to ensure the very highest accuracy. When data can be confirmed automatically, the form may bypass the verification stage.



# Managing the flow of forms for maximum productivity and a minimum of fuss

## Verification made swift and simple

All predefined validation steps are carried out as the information is extracted, ensuring the highest possible output quality. Thus, the documents are, to a very large extent, already confirmed. Those that need inspection can be validated at a rate of some 100,000 characters per hour. Furthermore, any changes you make are instantly revalidated. Thanks to superior ReadSoft technology, your documents will be identified, interpreted, and validated with unrivaled speed and precision.

There is no need to have all your operators in the same office. Verification can just as easily be done over the Internet, without any loss of security.

## Production archives that you can access over the web

Process repositories give you immediate access to any document entered into ReadSoft DOCUMENTS for Forms at any time and from any workstation, via an easy-to-use web interface. All documents are gathered in a single database, no matter where they came from. And they can be automatically purged or moved to long-term archiving when at-your-fingertips access is no longer required.

## Efficient monitoring and control

Extensive monitoring capabilities help you to keep track of what happens in the process. They provide reports and statistics concerning your documents and data processing, and give you ways to measure the

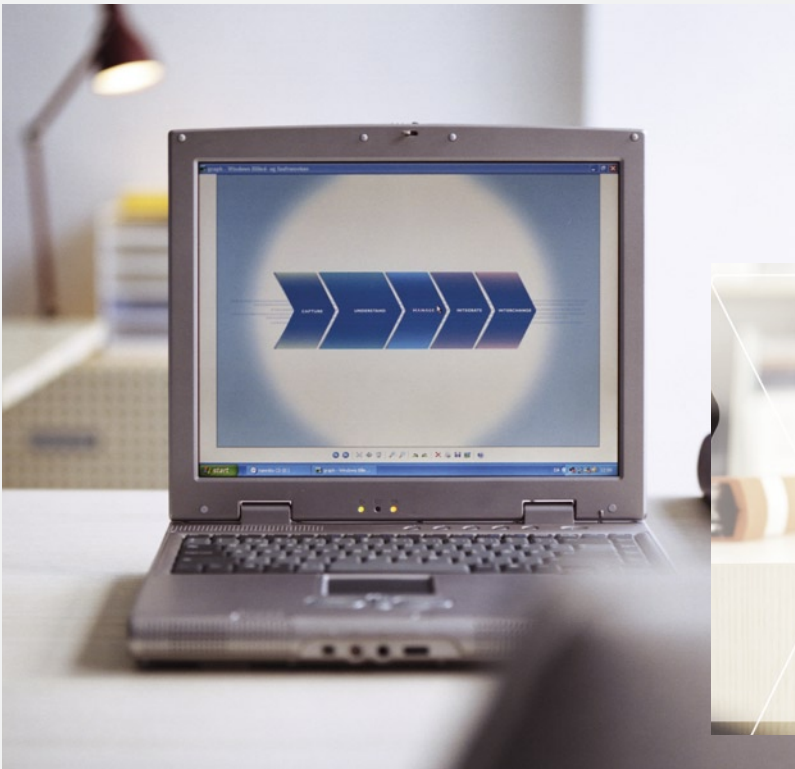
performance of operators, workgroups and the system itself. A useful tool for control, planning and analysis.

## Approval workflow in your web browser

Some forms, such as orders, credit applications, and travel expense reimbursement requests, require inspection and approval prior to further processing. For these cases, ReadSoft DOCUMENTS for Forms provides a complete web-based workflow for forms.

### The advantages are many:

- You have support in the process, with automatic validations and controls, shorter circulation times, and immediate access to the information.
- You get a clear record of your form flow at every step.
- You can easily search for any form based on virtually any criteria.
- You can provide higher internal and external service levels.



# Integrating seamlessly with your line-of-business applications

## Tailored file transfer to any target system

INTEGRATE

You can easily configure the output, by means of user-friendly menu-based settings, so that information is perfectly adapted to suit your target database or downstream application. ReadSoft DOCUMENTS for Forms works exceptionally well with systems that require electronic archiving, since images

are also exported. All relevant information is transferred to the archiving system, to simplify the maintenance of appropriate search indexes.

## All kinds of interaction with your line-of-business applications

You can add your own functionality and integrate ReadSoft DOCUMENTS for Forms with any external system, for exam-

ple for statistics, order pick lists, inventory updates or personnel files. You can add dialog boxes, and perform database validation. No matter what your present or future requirements are, ReadSoft DOCUMENTS for Forms has the flexibility and accessibility to meet those demands.



# Interchanging documents between offices or business

## As secure and efficient as EDI, but simpler than email

ReadSoft's Document EDI is easily the most simple, efficient, cost effective, and secure way to receive and send any kind of document. It eliminates paper, envelopes, postage, faxes and other time-consuming and costly means of communication – while generating huge savings. And it is simple: When you select "Print" in the software you use to create your document, that document is automatically sent as an email attachment to the correct recipient. At the other end, reception is automatic and completely transparent.

Since it's much easier to set up and the investment is much lower than with a standard EDI solution, every office with an email address can take part in the exchange of electronic documents. You don't have to sign agreements with business partners or meet complex requirements. You don't have to change a single routine. You can interchange all your documents, and you can expand the Document EDI interchange from a single initial business partner to a powerful complete solution without any significant cost.

### Transparent automatic email sender, protecting your documents with digital signatures

ReadSoft's Document EDI solution features a sender part, EZ-OUT, which can be used as a stand-alone product. This way, it is really easy and cost efficient for your business partners to benefit from the advantages of Document EDI.

By using digital certificates, Document EDI supports the EU directive for elec-

### Substantial business benefits

- Interchange through secure email
  - Automatic sender
  - Automatic receiver
  - Automatic receipts
- No printing
- No envelopes
- No stamps
- No mailroom work
- Improved security
- Improved control
- No complex agreements, requirements or protocols
- Very short payback time

tronic invoicing and the legal requirements of most European countries:

- Authenticity of each document's origin is guaranteed.
- Integrity of each document's content is guaranteed.

Furthermore, privacy of the protected information is ensured by encryption based on proven standards.

### Transparent automatic email receiver, checking integrity and providing receipts

The digital signature is confirmed on arrival. If successful, the authenticity and integrity of the email are guaranteed. Decryption is handled automatically and transparently when the digital signature is confirmed. When the secure email is processed, a receipt is automatically dispatched to the sender.



### In the voice of a customer:

#### "More and more documents are arriving by email"

Familjebostäder is the third largest housing company in Sweden, providing homes for some 42,000 people, mostly around the Stockholm area. The company has always been a pioneer when it comes to using new technology. Smart IT solutions and ReadSoft software definitely falls within this category.

*"As have many other companies, we have found out that it is hard to launch large-scale EDI systems on a wide front, so instead we wanted to find a simple way to get suppliers to send us their documents electronically. EZ-OUT was the perfect answer. Today, we don't have to open and scan the some 5000 documents that are sent by our suppliers using EZ-OUT. Our goal is to increase this number further in order to increase savings both for us and for our suppliers",* says Claes Norrman, controller at Familjebostäder.

# ReadSoft DOCUMENTS for Forms comes with dedicated services for quicker installation and dependable operation

A Forms business solution should be just that – a solution well adapted to your business needs and requirements, with everything included to get you up and running, and saving, as soon as possible. So we start by sitting down with you and analyzing your present situation from all relevant angles. This is the only way both parties can be certain that what we offer is the complete solution best suited to automate your forms processing.

Apart from software and hardware recommendations, our offer will include installation support, operator training and a service contract proposal. But our Professional Services can offer a lot more than that, should the need arise. Today, tomorrow, next year, or whenever you feel that changes in your business environment require changes in your Forms business solution.

## ReadSoft Professional Services – where people meet software

At the heart of ReadSoft Professional Services, you'll find a global team of professionals committed to working with you throughout the design, implementation, and maintenance of your unique Forms business solution. We offer a choice of high-quality services to take you smoothly

through every phase of the evolution of your solution. We listen to you, understand your business needs, and then deliver and maintain a productive solution based on your requirements.

## ReadSoft Training – delivering knowledge, developing competence

Well-prepared personnel is critical to the effective operation of your business. ReadSoft Professional Services provides a systematic training program to get your personnel functioning efficiently. Training courses take place wherever you prefer – in our well-equipped classrooms at convenient locations around the globe, or at your own site. We offer a wide range of courses, from core product training to expert-level instruction for solution management and administration. Our experienced instructors teach you to use our products to your best advantage, combining hands-on, focused teaching methods with high-quality, globally consistent training materials.

## ReadSoft Project Management & Customization – dedicated to meeting your unique requirements

Our software's extensive built-in functionality is more than sufficient to meet the primary needs of our customers. For



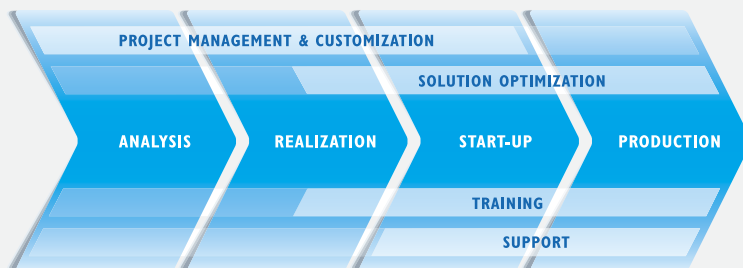
more specialized solutions, you can take advantage of our project management and customization services. Our skilled project managers and software developers will deliver your solution using industry-standard, quality assured project processes. You get results that are on budget, on time, and according to your specifications.

## ReadSoft Support – your assurance for continuous productivity

We understand that your Forms business solution is vital to your business, so we focus on providing comprehensive support service, staffed with dedicated personnel whose goal is to help keep you up and running. We offer a number of different levels of support, from our basic support to more individualized services that give you greater availability and faster lead times.

No matter which level of support you need, you enjoy the benefits of local access to our ReadSoft Support experts, and can feel secure in the knowledge that our team is there to help you.

## ReadSoft Document Automation Services Platform



*Our services take you smoothly through every phase – from analysis to full-capacity production, and beyond.*



# ReadSoft DOCUMENTS for Forms significantly improves your bottom line

## The best way to prove the business benefits we offer is to listen to our customers

*“The quality and integrity of the captured data is dramatically improved by reducing errors inherent in manual data entry procedures. Teaming up with ReadSoft gives us a distinct advantage over our competitors in this market.”*  
Gary Dower, President, Judicial Systems, USA.

*“ReadSoft’s technology is far ahead of the competition, which means better interpretation and safer production. Moreover, ReadSoft software is easy to integrate with our business systems which all add up to a very beneficial total effect.”*  
Anders Flötra, Production manager, Nokas, Norway.

*“Computershare’s share registry involves the processing of vast amounts of paper-based forms, which requires an equally enormous time and labor component. By using ReadSoft’s technology Computershare will facilitate rapid and more accurate processing of documents and the product will greatly reduce the amount of paper in the registry business.”*  
Carol Clough, General Manager, Computershare, Australia.

*“We are always looking to push back technology barriers and after extensive research, we realized that ReadSoft could deliver the cutting edge solution we require.”*  
Adam Sims, Head of Finance, BASF Plc, UK.



## Läkarmissionen, Sweden:

### Simplified Fundraising

Children in need in Bucharest, St. Petersburg and Rio de Janeiro, in Thailand and Burkina Faso, are among those getting help from the Swedish charity organization Läkarmissionen. Thanks to the 40,000 contributions received by the organization each month, these critical projects can be carried out by local organizations where the help is needed. Läkarmissionen supervises these projects carefully.

### Lowered administrative costs

*“As a state-certified charity organization, we have committed ourselves to keeping costs for fundraising and administration below 25%,”* says Monika Frieberg, IT Manager at Läkarmissionen. *“For us, the costs are now well below that. We are currently at about 19%.”*

### Saves shoulders, hands, and eyes

By using ReadSoft DOCUMENTS for Forms, Läkarmissionen has been able to reallocate two full-time positions and substantially improve the working environment. *“It is important for our staff to feel they are on top of things and not buried in paperwork. Moreover, we spare their shoulders, hands and eyes by decreasing the manual registration,”* Monika says.

### Time to send thank-you notes

The history of each donor is saved in Läkarmissionen’s business system. Since ReadSoft DOCUMENTS for Forms works so fast, Läkarmissionen now has time to send a thank-you note to each donor, with the highly appreciated information that the gift has reached its recipients.

*“ReadSoft DOCUMENTS for Forms has been a great improvement to how we work with charity projects and fundraising. It is crucial for us to be able to give a good answer to the people asking about what we do to keep administrative costs down. In today’s society, there is no reason for people to do work which computers can handle. We are very satisfied with ReadSoft DOCUMENTS for Forms,”* concludes Monika Frieberg.

# Increase your business efficiency with tools from the leading provider of Document Automation.

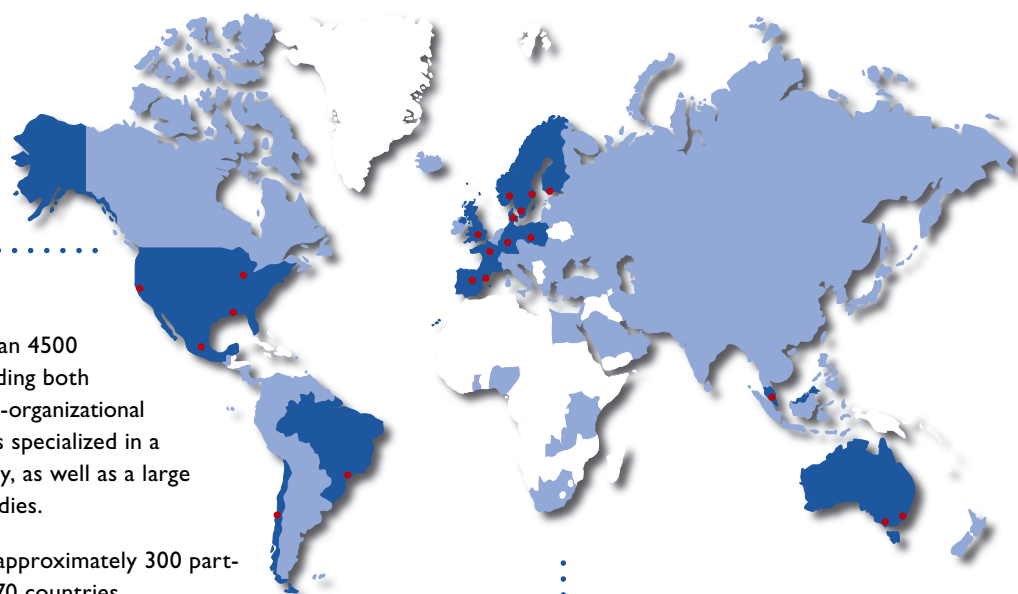
## The benefits are substantial and immediate.

### ReadSoft—always at the forefront of innovation

We take pride in being the innovators of our business. Our Research & Development team is a major part of our company and we spend a substantial part of our revenue on inventing and improving new technology, according to our customers' needs.

### International but close to you

With offices in 16 countries and partners in an additional 70, ReadSoft can truly be said to be a global business leader. Our aim is to be as close to our customers as possible, no matter where they are in the world.



#### ReadSoft in a nutshell

- Market leader with more than 4500 customers worldwide, including both global enterprises with cross-organizational systems and local companies specialized in a particular market or industry, as well as a large number of governmental bodies.
- Offices in 16 countries and approximately 300 partners providing expertise in 70 countries.
- Listed on the Stockholm Stock Exchange since June 1999.
- Fifteen percent of revenue is invested in Research & Development every year. Close collaboration with various research institutes.
- Close partnerships with prestigious global partners like Intenia, IFS, IXOS, Siemens Business Services, SPSS. Cooperation with consulting firms such as Cap Gemini Ernst & Young, CSC, Atos Origin, KPMG, IBM Business Consulting Services and WM-Data.
- Delivers software in several languages.
- Voted "Best of AIIM" 6 times at the world's largest document management convention, AIIM, in the United States.

# READSOFT®

Document Automation Powering Your Business Efficiency.

WWW.READSOFT.COM