

MODERN COMPANIES NEED MODERN WAYS OF
HANDLING THEIR INCOMING DOCUMENTS.



READSOFT®
DOCUMENTS

CLASSIFY & INDEX 6-1

**Automate your document sorting and
data extraction**

READSOFT® 

Are your business-critical documents piling up?

Your company receives a lot of documents every day. Sorting and preparing application forms, contracts, claims, invoices, credit applications, and orders requires a lot of time and resources if done manually. So why not let computers handle your document sorting?

ReadSoft DOCUMENTS automates the tedious work of sorting and indexing documents. You just need to gather all your incoming documents (electronic or on paper) and let our software do the rest.

Automatic classification and indexing means more efficient administration across the enterprise, leading to faster processing times and reducing costs.

Consider:

- How many documents do you receive each day?
- Are these business-critical documents handled in the quickest and most efficient manner?
- How much time does your organization spend sorting and preparing incoming documents?
- How much time does your organization spend searching for documents?
- Is your document processing SOX compliant?





One entry point for all your incoming business documents

ReadSoft DOCUMENTS can be seen as a funnel for all your incoming business documents. No matter how they arrive (paper, fax, email, XML, PDF, etc.), the documents are incorporated into the flow.

The software reads a document much like we humans do. It looks for identifiers such as logotypes, keywords, combination of words, and layouts. But unlike humans, it can also use barcodes, for example, to determine what kind of document it is and which group it belongs to.

Any input

ReadSoft DOCUMENTS accepts input from any source and in any format – paper, fax, email, XML, PDF and more.)

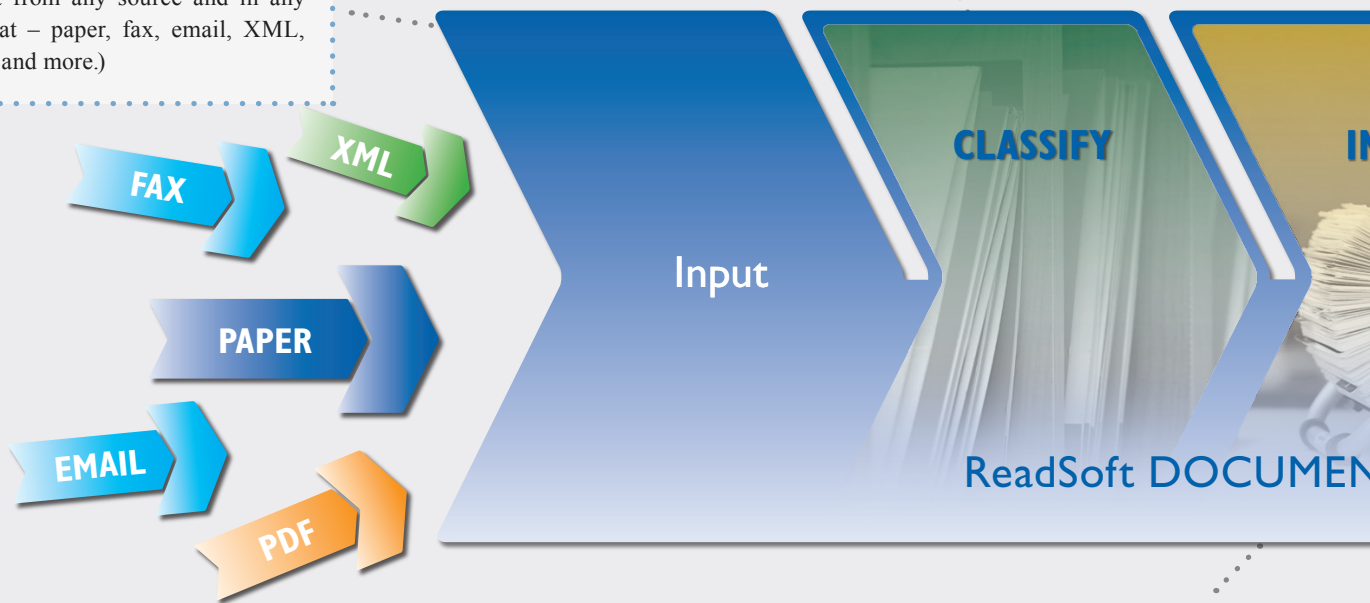
Automated classification

ReadSoft's CLASSIFY product is built into the ReadSoft DOCUMENTS software platform. It analyzes each incoming document and determines what type of document it is. Is it an invoice, an order form, a damage report, a letter, a credit application, or a change of address?

The software is then able to bundle the documents into logical groups, for example, all documents belonging to a certain case.

This enables you to simply place all your incoming paper mail into a scanner (electronic documents enter directly) and allow the computer to sort the documents.

Whenever the system is unsure about how to classify a document, the user is notified and can easily specify which type of document it is.



Full control of your document flow

The ReadSoft DOCUMENTS software platform supports efficient user management, allowing you to specify which users should carry out certain activities.

Furthermore, the platform contains functionality for production management, letting you know exactly where documents are in the system. This provides you with a complete audit trail, which will help you become SOX compliant.



ReadSoft DOCUMENTS is a modular software platform. By “modular” we mean that a suite of software products is provided on the platform. You choose the specific products and functionality you need to meet the requirements of your specific document flow.

You configure how you want the system to run in an administration module which means that no programming is needed.

Information extraction

After documents have been classified, INDEX takes over and extracts key information from the documents. Whether you are looking for account numbers, insurance numbers, names, or addresses, INDEX finds and extracts the information.

The information is then placed into your business system together with the classified document. This provides the person who is handling a case with all the key information in digital format. The extracted information is completely searchable, giving you the ability to retrieve your documents at any given time.

Further processing

Forms processing

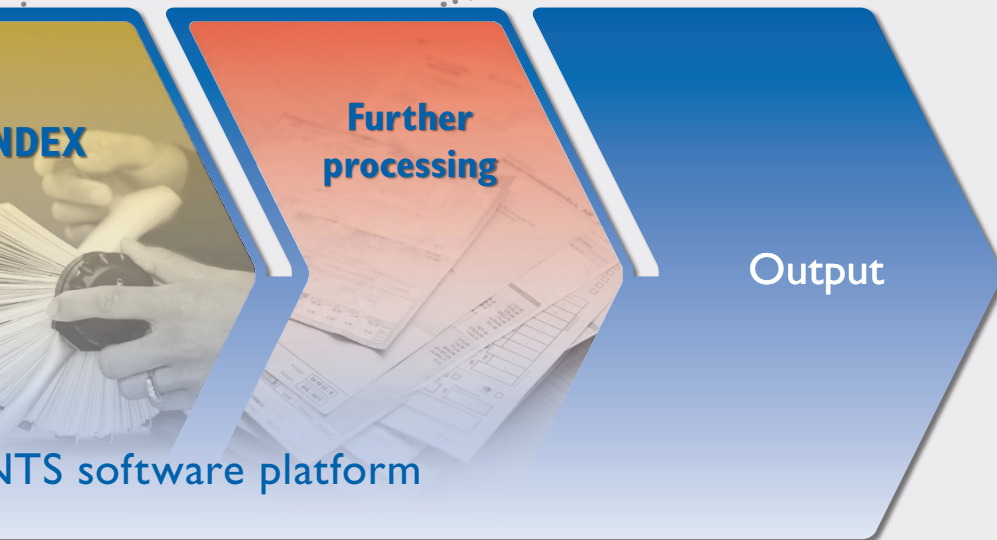
ReadSoft’s FORMS software extracts and interprets information from structured documents such as order forms, satisfaction surveys, and claims.

Invoices processing

INVOICES is the world’s most widely used software for invoice processing. This intelligent software automatically finds and extracts information on semi-structured documents such as invoices.

Approval workflow

ReadSoft can offer different workflows depending on which business system you are using. This enables you to quickly and easily send documents for electronic approval by the necessary individual.

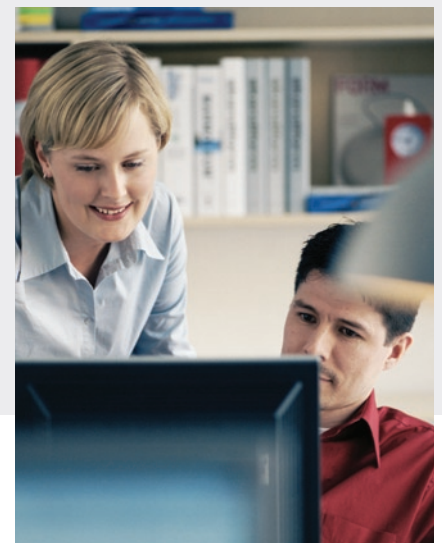


A typical example

An incoming insurance case contains a standard form, a damage report, and a letter. CLASSIFY determines the type of each document, and keeps the case together as it is fed into the case management system. The three documents are presented to the person responsible for handling the matter as one case. Since INDEX has extracted the key data, the document can be connected to the correct case and person responsible for it. It is also immediately searchable in your archive or business system.

Integrates with your business system

When your documents have been processed, you can choose from several types of output formats, enabling you to integrate ReadSoft DOCUMENTS with almost any business system or archive.



ReadSoft revolutionizes mailroom classification at AFA

AFA, one of Sweden's largest insurance companies, is constantly trying to supply even better services to their three million customers. Each and every day, 10,000 to 15,000 registrations, certificates and letters arrive at AFA's offices in Stockholm. Previously, document handling, interpreting, and processing were done manually — a very time-consuming process. To increase efficiency, AFA started a project together with ReadSoft.

A step into the future

The goal was to step into the future of document handling by utilizing the latest innovations within document automation. Mikael Karlsson manages AFA's Document Technology Department:

“When we decided to implement a new claims adjustment system, we also saw the need for an intelligent data-capture and document-analysis system. After evaluating a couple of different solutions, we decided to use ReadSoft, whose market-leading position suited us perfectly.”

Computers take care of the hard work

Earlier on, all claims and doctor's certificates were sent to AFA's claims adjusters, who manually read and registered the information — a tedious and monotonous task. In the new system, computers do all the hard work, reading, sorting, and interpreting incoming mail. The information is then interchanged with the claims adjustment system.

Thanks to this technological revolution, when the computers have done their part, the claims adjuster is most often able to make a decision based on the interpreted data.

But what kind of mail is processed?

“The sheer volume of incoming paper is enormous,” says Mikael Karlsson. “Roughly 10,000 to 15,000 pieces of paper arrive every day. The challenge is to quickly find the relevant information in the bulk of unstructured text.”

A new way of working

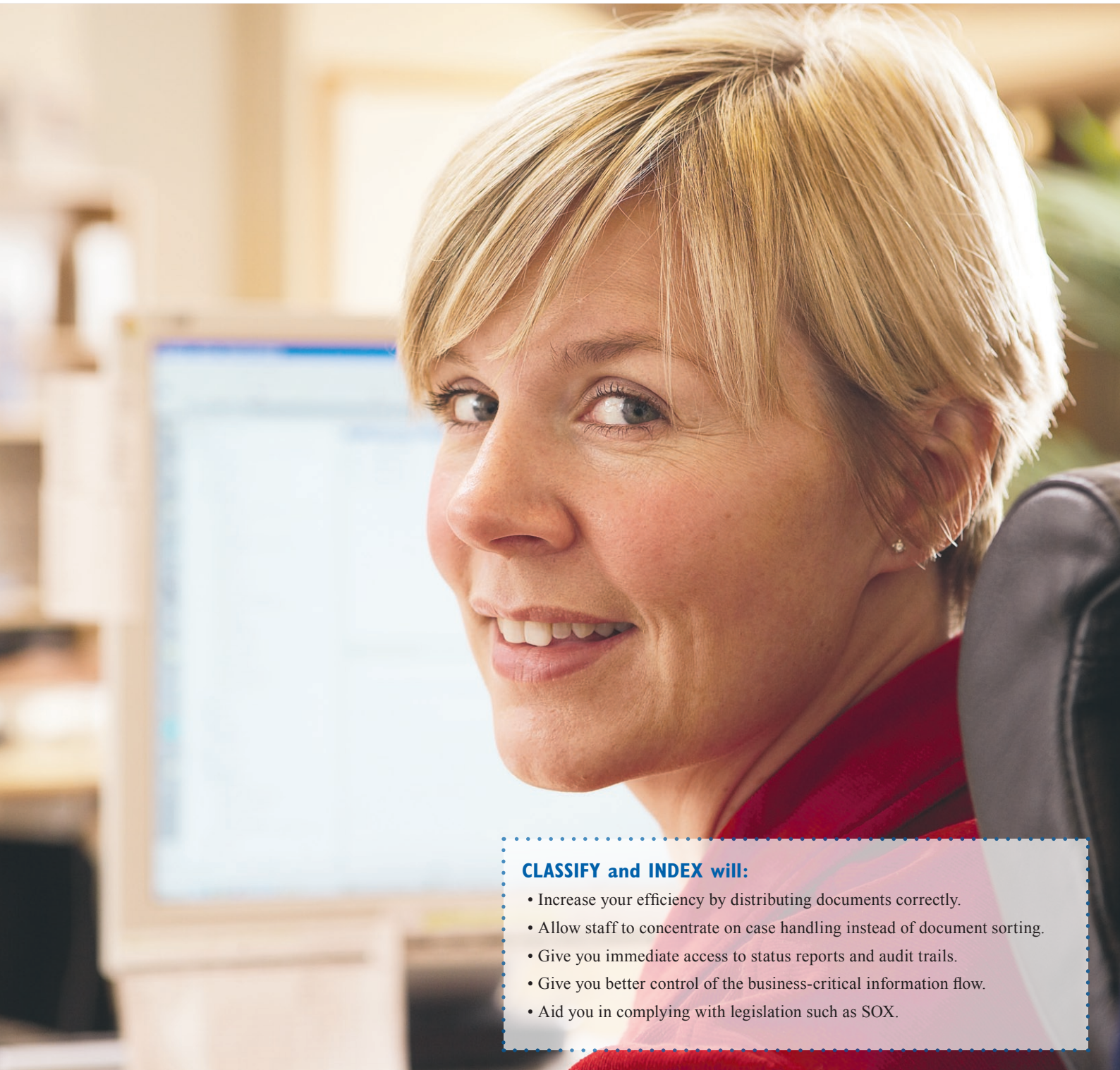
By moving from manual processing to an electronic solution, the administrators are now able to spend their time on more valuable tasks. Computers have taken over the tedious registration of incoming mail with impressive speed and accuracy. Interpreting and classifying three million pieces of paper annually is no easy task!

An important factor to consider is to make sure that staff members have a good understanding of what the system can handle. The quality of pre and post-production is important, and it still takes some manual handling to get all the information into the claims adjustment system. After the system has scanned and interpreted the papers, the small amount of information that the system is unsure about is verified with just one click of the mouse.

“Outstanding!”

“This project has truly been a success, and the delivery has been painless. Our system is up and running, and we are thrilled with the new possibilities. By using cutting-edge technology, we are able to provide better services to our customers, and we can react faster to the information they send us,” says Mikael Karlsson, who finishes by summarizing ReadSoft's performance in one word, “Outstanding!”





CLASSIFY and INDEX will:

- Increase your efficiency by distributing documents correctly.
- Allow staff to concentrate on case handling instead of document sorting.
- Give you immediate access to status reports and audit trails.
- Give you better control of the business-critical information flow.
- Aid you in complying with legislation such as SOX.

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

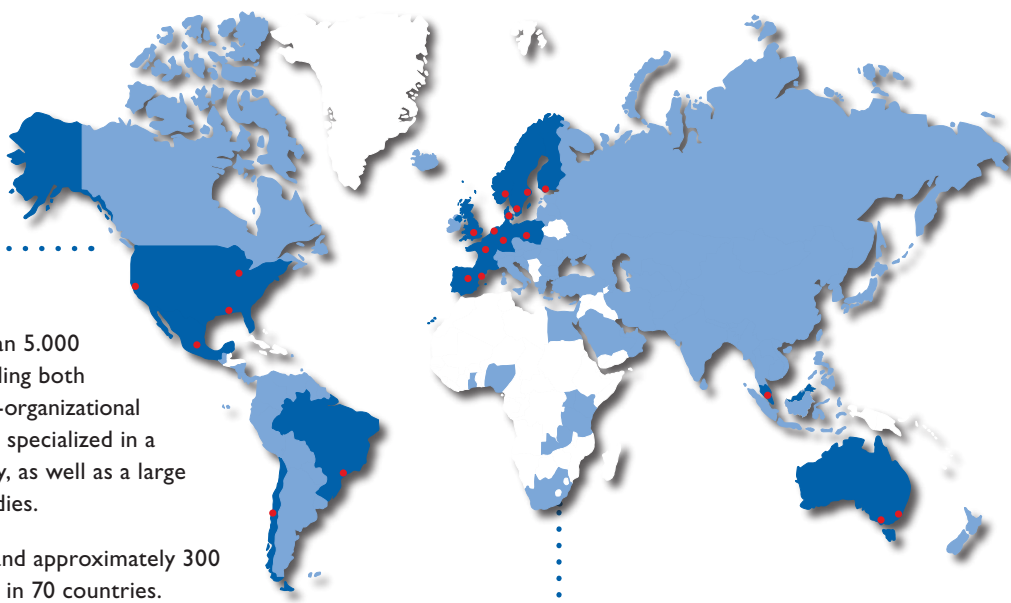
The benefits are substantial and immediate.

ReadSoft—always at the forefront of innovation

We take pride in being the innovators of our business. Our research and development team is a major part of our company and we spend a substantial part of our revenue on inventing new technology and improving that which already exists, all according to the needs of our customers.

International but close to you

With operations 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 5.000 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.
- Operations 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.
- Delivers software in several languages.
- Voted “Best of AIIM” six times at the world’s largest document management convention, AIIM, in the United States.

READSOFT®

Document Automation Powering Your Business Efficiency.

WWW.READSOFT.COM