

CAPITA IMPROVES DATA ACCURACY WITH ANYDOC

At A Glance

CAPITA

TOTAL DOCUMENT SOLUTIONS

Industry

Outsourcing

Customer Profile

Capita is best known as one of the UK's leading BPO and professional services company, delivering back-office administration and front-office customer contact services to private and public sector organizations across the UK and Ireland.

Challenge

On a daily basis, Capita faces the complex challenge of processing and indexing thousands of client documents. Whether dealing with invoice or application processing, efficiency and accuracy are crucial to meeting client expectations and deadlines.

Solution

OCR for AnyDoc® is a scalable solution that captures and processes data from any business document, eliminating manual data entry and other error-prone manual processes. With OCR for AnyDoc in place, Capita can ensure high data accuracy for their clients, enabling them to meet strict deadlines and minimize lost or misfiled documents.

Benefits

In having one central hub, Capita has benefited from dramatically lower processing costs, improved data accuracy, and the ability to provide a consistent service to clients. With OCR for AnyDoc, Capita has managed to significantly reduce the time needed to process documents accurately and as a result, is able to meet regulatory requirements and provide better customer service.

Capita Total Document Solutions is known as one of the United Kingdom's leading business process outsourcing (BPO) and professional services companies. It delivers back-office administration and front-office customer contact services to private and public sector organizations across the UK and Ireland, such as Zurich Financial Services or BBC TV Licensing. The company has a flexible structure enabling them to deliver multiple services to individual clients, and multiple services across multiple markets, with high efficiency.

Challenge

Capita faced the complex challenge of processing and indexing data from thousands of client documents every day. Whether dealing with invoices or application processing, efficiency and accuracy are crucial to meeting client expectations and deadlines.

"...Capita recognized the need to rethink its time-consuming manual operations..."

Before implementing the AnyDoc solution, Capita relied on manually scanning and indexing each document, and used several disparate systems to do so. This labor-intensive process was prone to human error and drained both profit and productivity. Because data could not be captured automatically when inputting a document into the system, the whole process was extremely cumbersome and created inaccuracies.

With increased regulatory requirements and a rise in customer service expectations, Capita recognized the need to rethink its time-consuming manual operations in order to maintain its ranking within the BPO industry.

Solution

In 2007, Capita began reviewing a number of document automation technologies and after narrowing down the search, Capita selected OCR for AnyDoc®.

"Capita is usually very cautious about working with external companies," said Kevin Gregory, OCR consultant for Capita. "However, AnyDoc was a major exception as I had already experienced working with the company and its products, so I knew how reliable and robust they are."

OCR for AnyDoc is a scalable solution that captures and processes data from any business document, eliminating manual data entry and other error-prone manual processes. With OCR for AnyDoc in place, staff members are empowered to meet tight deadlines with greater efficiency and increased data accuracy using automation. In the business process outsourcing environment, data accuracy is absolutely essential. Incorrect data and misfiled documents can result in delays, such as a supplier or customer not being paid—potentially being very detrimental to a company's business.

Providing services to more than 150 different clients, Capita is regularly tasked with having to index huge volumes of documents within a specific time frame, which would not be achievable if processed manually.



“OCR for AnyDoc is a robust tool that integrates seamlessly with our current technology. In capturing data from any specific document, the software sophisticatedly eliminates the need to manually enter data and as a result, reduces the number of man hours staff need to spend on menial tasks such as data entry,” Gregory added.

Capita’s independent business unit Total Document Solutions (TDS) selected OCR for AnyDoc in 2006 and leveraged the accuracy and efficiency of the automated system to establish itself as a stable platform for document processing. Its proven track record at TDS made OCR for AnyDoc an obvious choice for Capita. Capita also selected AnyDoc®INVOICE™, a solution based on OCR for AnyDoc that automates the capture of accounts payable (AP) invoice data for entry into financial and ERP systems.

OCR for AnyDoc has since been implemented in several other business units across the Capita group, including Capita Business Services and Capita Financial Group. The software has provided Capita with an efficient tool for managing and inputting client documents, including client invoices.

Benefits

In having one central hub, Capita has benefited from dramatically lower processing costs, improved document accuracy and the ability to provide a consistent service to clients. By using OCR for AnyDoc to automate the management of documents, Capita staff can now prioritize and complete other daily tasks. With OCR for AnyDoc, Capita has significantly reduced the time needed to process documents accurately and as a result, is able to meet regulatory requirements and provide better customer service.

“...OCR for AnyDoc has since been implemented in several other business units across the Capita group...”

As a result of implementing OCR for AnyDoc, Capita signed a crucial contract with the British Broadcasting Corporation (BBC) to run TV licensing for 10 years. This involves managing all administrative functions, including handling 25 million customers’ licensing documents. In the United Kingdom, the BBC is a public service, and therefore anyone owning a television must pay an annual license due. With the AnyDoc solution in place, Capita enhanced workflow at the BBC, and as a result increased revenue by cutting the rate of evasion (not paying the license) from 5.7% down to 5.1%.

Once information is extracted, customized business rules are used to validate and normalize the data prior to human verification. Verified data is then delivered to back-end systems, content management systems, and/or workflow for use in analysis, reporting, and retrieval.

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– Kevin Gregory, OCR consultant for Capita.

John Smith, CEO of BBC Worldwide commented: “By working in partnership with Capita we have improved customer service, become more efficient, and reduced evasion. This has enabled the BBC to focus resources on what we do best.”

With Capita Total Document Solutions having other independent Capita business units as their customers, the company runs its own help desk with AnyDoc-trained employees. However, as the system is easy-to-use and very reliable, the support services are rarely used.

“AnyDoc’s technology is state-of-the-art and on top of that it has a very short ROI...”

Gregory commented: “With AnyDoc, you can capture and deliver document images from anywhere in the world. This eliminates the postage and long-distance phone charges associated with faxing documents. At Capita we can now capture documents and email them while on the move, or perform full batch scanning. It’s a great method for creating presentable PDF, JPEG, or TIFF document images, which can be then be used to evidence compliance or for customer relation management initiatives.

“The whole business process starts with the incoming documents. For us, data capture is key to being able to meet customer SLA’s[service level agreements]. Without the appropriate technology in place for capture, the rest of the business process fails. AnyDoc’s technology is state-of-the-art and on top of that it has a very short ROI of six months or less.”

Gregory concluded: “We are delighted with the relationship that we have with AnyDoc. I have never worked with a company that has provided such great support. Both the account managers and the technical support team have been very responsive and efficient, and we are looking to roll out OCR for AnyDoc in other business units in Capita. In particular, we are keen to implement Infiniworx® for the digital mailroom as there is great potential and need for classification here.”

Learn More

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Complete Line of Products

Since 1989, AnyDoc Software has met the document, data capture, and classification requirements of thousands of companies worldwide. Our products and solutions all operate from the ease-of-use, stability, and enhanced functionality obtained from years of experience and innovation.

Products

OCR for AnyDoc® : Automatically capture data from nearly any business document. Eliminate the costs and errors associated with manual data entry.

Infiniworx® : Simplify and automate how your company processes documents with this innovative drag-and-drop workflow development platform.

AnyDoc®CAPTUREit™ : Scan documents from anywhere in the world, perform quality assurance, and send images over the Internet to a central location for processing.

AnyDoc®DESIGNit™ : Easily design your own professional forms for printing or to use as a template in OCR for AnyDoc processing with easy-to-use click and select toolbar features.

AnyDoc®EXCHANGEit™ : Convert extracted data to a variety of file formats for use among multiple applications. EDI, XML, ASCII, and others are available, as are APIs to leading document management solutions.

AnyDoc®MANAGEit™ : Optimize your AnyDoc processing with real-time monitoring of batch level status, station activity, pending work, and more.

AnyDoc®VERIFYit™ : Perform data verification at a central location or off-site—allowing you to save valuable office space. Ensure data accuracy, no matter where your employees are located.

Market Solutions

AnyDoc®CLAIM™ : Automatically process CMS-1500, UB04, and dental healthcare claim forms.

AnyDoc®CLASSIFY™ : Automatically sort, batch, and route all your documents, quickly and easily.

AnyDoc®EOB™ : Automatically capture, validate, and balance EOB data from all your payers—and increase productivity and decrease processing time while lowering costs.

AnyDoc®INVOICE™ : Automatically process invoices to lower manual data entry costs and turn incoming invoices around in hours instead of days.

AnyDoc®REMIT™ : Automatically capture remittances and checks and the associated critical data for much quicker input into your financial or ERP systems.

AnyDoc®Patient Records™ : Minimize human error by automatically identifying, sorting, indexing, and capturing information from patient records.

AnyDoc®MORTGAGE™ : Get critical loan information into your mortgage processing system quickly and with even greater accuracy by minimizing manual data entry and pre-sorting.

AnyDoc®NOTICE™ : Provides quick identification and data capture of insurance policy notices—speeding processing and increasing opportunities for revenue generation.

