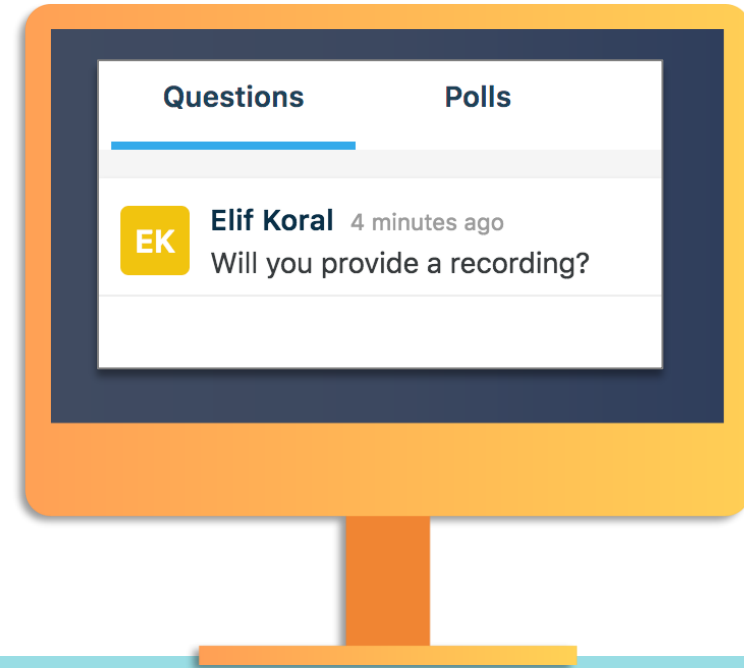


WELCOME

Ask your Questions
Q&A Session at the end



Document Capture Automation:

*Best practices for successful
implementations*



WEBINAR

JUNE 29th 2020

DOCUMENT CAPTURE AUTOMATION

BEST PRACTICES FOR SUCCESSFUL IMPLEMENTATIONS



Ties Bos, Manfred Traeger

I.R.I.S. Products & Technologies, Canon Group



WW corporate data is doubling every two years



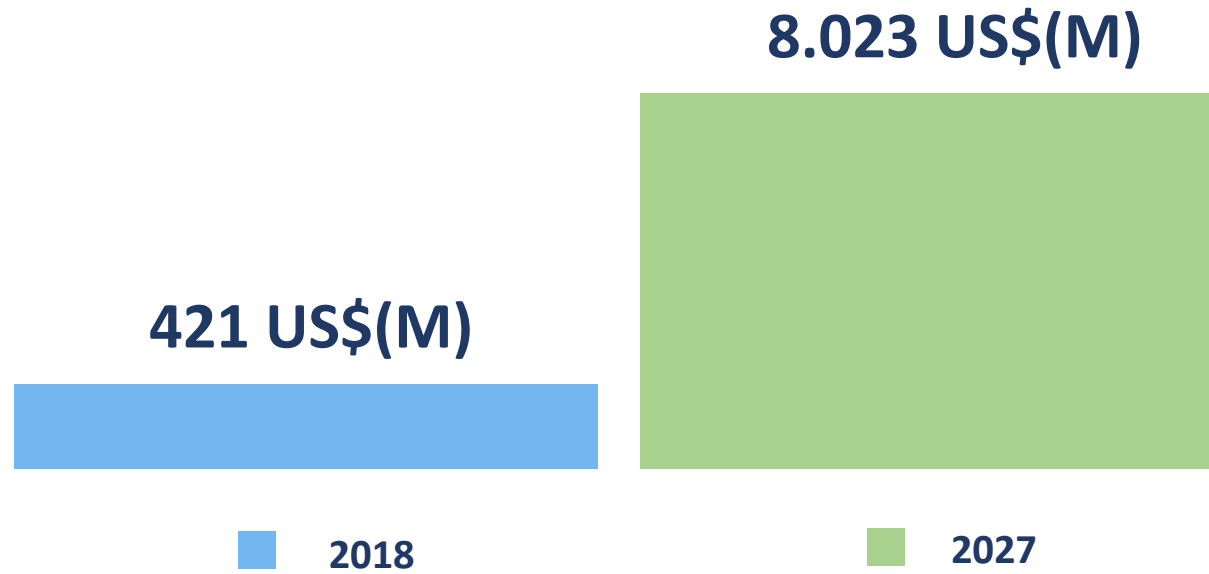
The use of unstructured data in business processes is becoming increasingly important from year to year



There is an increasing challenge to process this data under reasonable economic conditions

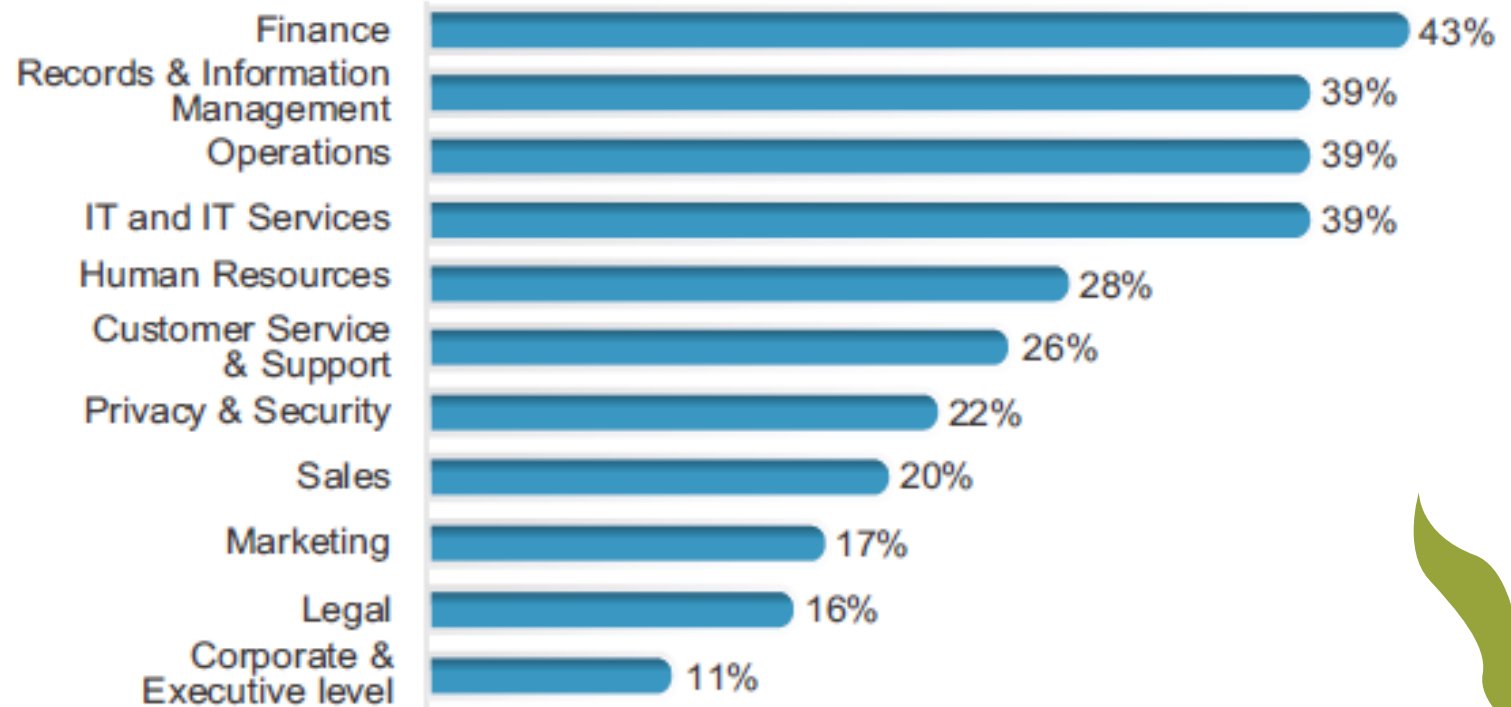


Worldwide Capture Market US\$(M)



© The Insight Partners Analysis 2020

What are the THREE top departments in your organization in which intelligent capture capabilities would be MOST useful?



© AIIM Best Practices 2019 – Survey



Quirkology Channel

THE COLOUR CHANGING CARD TRICK

www.RichardWiseman.com





WIKI:

Human perception is the process and the result of information gathering and processing of external stimuli

*This is done by filtering and merging information into **meaningful models***



Document capture emulates human perception based on modest “recognition models” retrieving the content of documents



Batch conversion model



Form model



Simple indexing model



Classification and indexing model



Accounts payable model



Order processing model



~~Legal model?~~



~~Office model?~~

Inside the recognition model capture works fine and reliable.
Outside the recognition model you will face challenges.
The vast majority of problems are due to the fact that the
recognition model has not been sufficiently analysed.



Recognition model differences

Example: Invoices: Goods vs Touristik



IRIS Xtract™



- InvoicesPF_20200728_095728
 - Unit_101447
 - W01_Comacc.pdf
 - Sheet_101449
 - W02_Comacc - DocText.pdf
 - W03_Hertz.tif

No: **GB 123 456 782**
Registered No: 2342651

COMAC

COMACC Ltd
45 Grosvenor Road
St Albans,
Herts AL1 3AW

VAT No: **GB 123 456 782**
Registered No: 2342651

Tel.: 01727 813651
Fax: 01727 813649
Hotline 01727 813699

S.W.i.F.T. NWBKGB2L
IBAN
GB29NWBK60161331926819

I.R.I.S. AG
Attn. Jürgen Jensch
Heussstraße 23

**52078 Aachen
GERMANY**

INVOICE

845369

28/07/2020

Customer No. 388650	Cust. VAT No. DE812365280	P.O. No. 448845	P.O. Date 22/07/2020	Delivery Note No. 649334	Delivery Note Date 27/07/2020
-------------------------------	--	----------------------------------	--------------------------------	------------------------------------	--

Quantity	Unit	Item No.	Description	Unit Price EUR	Discount %	Total Price EUR
2	Pc.	30320	Intel Core i9-10900X	500.00	10.00 %	900.00
1	Pc.	10501	Video: NVIDIA Quadro P2000 5GB	425.00	0.00 %	425.00
3	Pc.	55084	Canon MAXIFY MB2150 Inkjet Business printer	125.00	0.00 %	375.00
			Total			1,700.00
				New customer discount	5.00 %	-85.00
				Transportation		15.00
Total Net EUR:			1,630.00	Total Tax EUR:	326.00	1,956.00

Freight Terms: UPS
Payment Terms: Within 10 days 2% discount - 30 days 1% discount - net 60 days Due Date 29/09/2020
VAT Terms: 20%

VendorID: 91010 CompanyCode: 1000

Vendor: Additional lookup value (leave empty if invalid)

Name of vendor: COMAC LTD Country: GB

ZIP: AL13AW City: St Albans

VAT Reg No: GB123456782 Tax number:

IBAN: GB29NWBK60161331926819

IBAN on document: GB29NWBK60161331926819

Invoice number: 845369 Scan date: 29.07.20

Invoice date: 28.07.20 Own VAT Reg No: DE812365280

Document type: InvPO Booking Reference: 448845

Service Date: 27.07.20

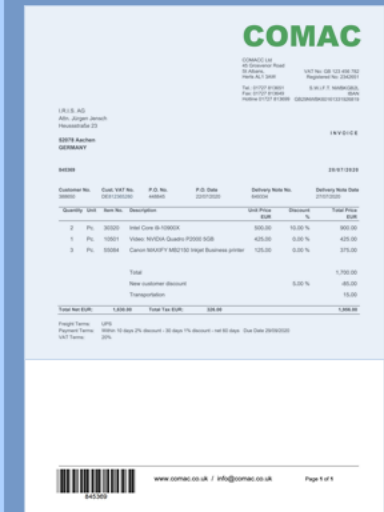
My search 1: info@comac.co.uk

My search 2:

Country specific code:

Dactylogram:

Additional safeguarding RE:





InvoicesPF_20200728_095728

- Unit_101447
 - W01_Comacc.pdf
 - Sheet_101449
 - W02_Comacc - DocText.pdf
 - W03_Hertz.tif

Customer No.	Cust. VAT No.	P.O. No.	P.O. Date	Delivery Note No.	Delivery Note Date
388650	DE812365280	448845	22/07/2020	649334	27/07/2020

Quantity	Unit	Item No.	Description	Unit Price EUR	Discount %	Total Price EUR
2	Pc.	30320	Intel Core i9-10900X	500.00	10.00 %	900.00
1	Pc.	10501	Video: NVIDIA Quadro P2000 5GB	425.00	0.00 %	425.00
3	Pc.	55084	Canon MAXIFY MB2150 Inkjet Business printer	125.00	0.00 %	375.00

Total 1,700.00

New customer discount 5.00 % -85.00

Transportation 15.00

Total Net EUR:	1,630.00	Total Tax EUR:	326.00	1,956.00
-----------------------	-----------------	-----------------------	---------------	-----------------

No.	Reference	Pos	Quantity	QU	Amount	D-Rate	D-Amount	Surcharge	PU	Total amount	Articlenumber	Article text
1	448845	10	2	ST	500,00	10,00	0,00	0,00	1	900,00	30320	Intel Core i9-10900X
2	448845	20	1	ST	425,00		0,00	0,00	1	425,00		eo: NVIDIA Quadro P2000 5GB
3	448845	30	3	ST	125,00		0,00	0,00	1	375,00		non MAXIFY MB2150 Inkjet Business printer

900.00

COMAC

COMAC Ltd
 20, Broomfield Road
 Broomfield, Essex
 SSM1 1YU
 Tel: 01707 819881 Fax: 01707 819882
 Mobile: 01707 819888 Email: comac@comac.co.uk

Customer No. 388650 Cust. VAT No. DE812365280 P.O. No. 448845 P.O. Date 22/07/2020 Delivery Note No. 649334 Delivery Note Date 27/07/2020

Quantity Unit Item No. Description Unit Price Discount % Total Price

2 Pc. 30320 Intel Core i9-10900X 500.00 10.00 % 900.00

1 Pc. 10501 Video: NVIDIA Quadro P2000 5GB 425.00 0.00 % 425.00

3 Pc. 55084 Canon MAXIFY MB2150 Inkjet Business printer 125.00 0.00 % 375.00

Total 1,700.00

New customer discount 5.00 % -85.00

Transportation 15.00

Total Net EUR: 1,630.00 Total Tax EUR: 326.00

Page 1 of 1



InvoicesPF_20200728_095728

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52078 Aachen
GERMANY

INVOICE

845369

28/07/2020

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Total		1,700.00
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Transportation		15.00

Total Net EUR:	1,630.00	Total Tax EUR:	326.00	1,956.00
-----------------------	-----------------	-----------------------	---------------	-----------------

Freight Terms: UPS
 Payment Terms: Within 10 days 2% discount - 30 days 1% discount - net 60 days Due Date 29/09/2020
 VAT Terms: 20%

Value of goods	<input type="text" value="1.700,00"/>	
Incidental costs 1	<input type="text" value="15,00"/>	Incidental costs 2 <input type="text"/>
Incidental costs 3	<input type="text"/>	Discount <input type="text" value="85,00"/>
Net amount 1	<input type="text" value="1.630,00"/>	Vat rate 1 <input type="text" value="20,00"/> Vat amount 1 <input type="text" value="326,00"/>
Net amount 2	<input type="text"/>	Vat rate 2 <input type="text"/> Vat amount 2 <input type="text"/>
Net amount 3	<input type="text"/>	Vat rate 3 <input type="text"/> Vat amount 3 <input type="text"/>
Net amount 4	<input type="text"/>	Vat rate 4 <input type="text"/> 1,956.00
Gross amount	<input type="text" value="1.956,00"/>	EUR <input type="text"/>

COMAC
COMAC Ltd
All Business Point
St. Anne's
Preston, Lancashire
PR1 2JG
Tel: 01773 810000
Fax: 01773 810001
Email: info@comac.co.uk

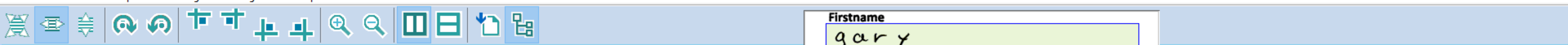
52078 Aachen
GERMANY

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 VAT Terms: 20%

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- EvaluationForm
 - Unit_101305
 - ITCourseEval_2.tif
 - Sheet_101307
 - ITCourseEval_3.tif
 - ITCourseEval_4.tif
 - ITCourseEval_5.tif
 - ITCourseEval_6.tif

IT Course Evaluation

Firstname

Lastname

Birthdate (dd-mm-yyyy)

Social Security Number

E-Mail

Mobile number (include country code)

Gender
 Male Female

Education (check all that apply)
 Bachelor's degree in IT Master's degree in IT Microsoft Certified Programmer Self educated

Languages (fluent in reading and writing, check all that apply)
 English French Spanish German

Firstname

Firstname

Lastname

BirthDate

Gender

SSN

Question1
 0 1 2 3 4 5

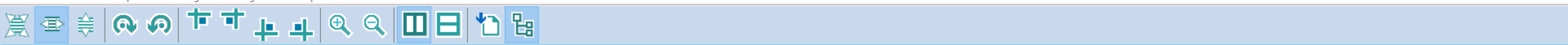
Question2
 0 1 2 3 4 5

Question3
 0 1 2 3 4 5

Question4
 0 1 2 3 4 5

Question5
 0 1 2 3 4 5

Barcode



EvaluationForm

- Unit_101305
 - ITCourseEval_2.tif
 - Sheet_101307
 - ITCourseEval_3.tif
 - ITCourseEval_4.tif
 - ITCourseEval_5.tif
 - ITCourseEval_6.tif

IT Course Evaluation

Firstname

Lastname

Birthdate (dd-mm-yyyy)

Social Security Number

E-Mail

Mobile number (include country code)

Gender
 Male Female

Education (check all that apply)
 Bachelor's degree in IT Master's degree in IT Microsoft Certified Programmer Self educated

Languages (fluent in reading and writing, check all that apply)
 English French Spanish German

Quality Control: Value mismatch!

Firstname: Select correct value:
 Analyze: gary
 Current value: garie

Analyze Current value Cancel

Firstname

Lastname

BirthDate

Gender

SSN

Question1
 0 1 2 3 4 5

Question2
 0 1 2 3 4 5

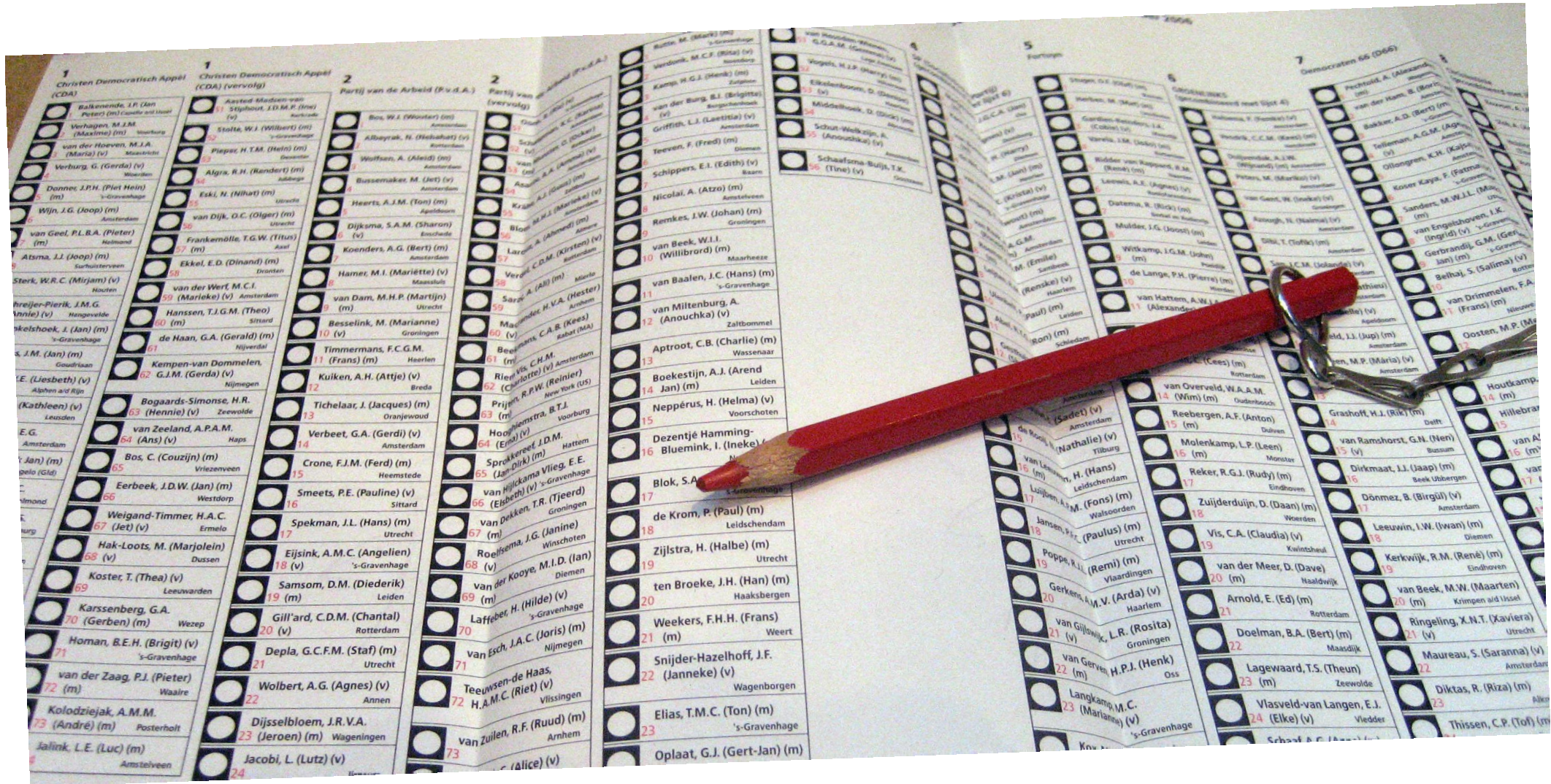
Question3
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Question4
 0 1 2 3 4 5

Question5
 0 1 2 3 4 5

Barcode

Ballot: Netherlands



Ballot: Dominican Republic

NIVEL PRESIDENCIAL
PERÍODO 2012-2016

República Dominicana
Junta Central Electoral
ELECCIONES ORDINARIAS GENERALES PRESIDENCIALES DEL 20 DE MAYO DEL 2012
PARA ELEGIR AL PRESIDENTE Y VICEPRESIDENTE DE LA REPÚBLICA

ICE

 PARA PRESIDENTE HIPÓLITO MEJÍA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PRD Aliados 1	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  FNP Aliados 2	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PRSC Aliados 3	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  BIS Aliados 4	 PARA PRESIDENTE HIPÓLITO MEJÍA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  MODA Aliados 5	 PARA PRESIDENTE MAX PUIG PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  APD Aliados 6
 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  UDC Aliados 7	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PQD Aliados 8	 PARA PRESIDENTE JULIÁN SERULLE PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  FRENTE AMPLIO Aliados 9	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  FNP Aliados 10	 PARA PRESIDENTE HIPÓLITO MEJÍA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PRSD Aliados 11	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PTD Aliados 12
 PARA PRESIDENTE HIPÓLITO MEJÍA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PHD Aliados 13	 PARA PRESIDENTE EDUARDO ESTRELLA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  DXC Aliados 14	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PPC Aliados 15	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PDP Aliados 16	 PARA PRESIDENTE NOMBRE DEL CANDIDATO PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PNVC Aliados 17	 PARA PRESIDENTE DANILO MEDINA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO  PCR Aliados 18
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 PARA PRESIDENTE HIPÓLITO MEJÍA PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO	 PARA PRESIDENTE GUILLERMO MORENO PARA VICEPRESIDENTE NOMBRE DEL CANDIDATO				



1

Inevitable:

Create a recognition model based on a detailed document analysis.
Don't run off, it's dangerous.

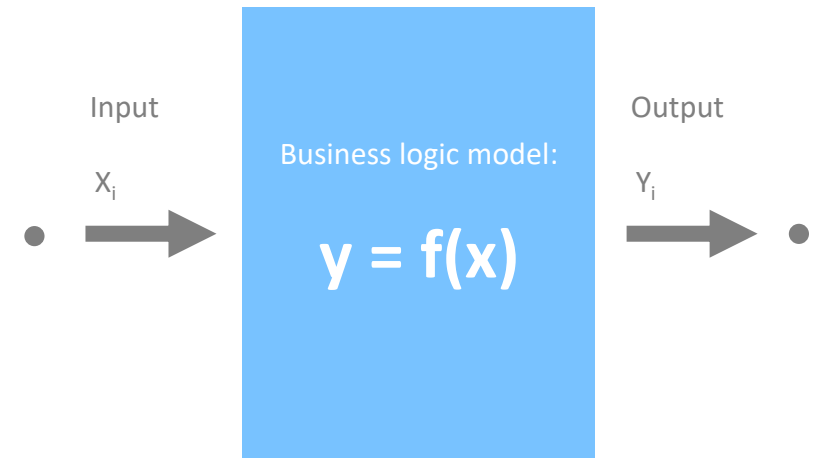


Deterministic business applications

Business software behaves deterministic

Specified input is processed into specified output following specified rules

Almost all known software business software products behave deterministic: Databases, archives, DMS, ERP, BPM, ...



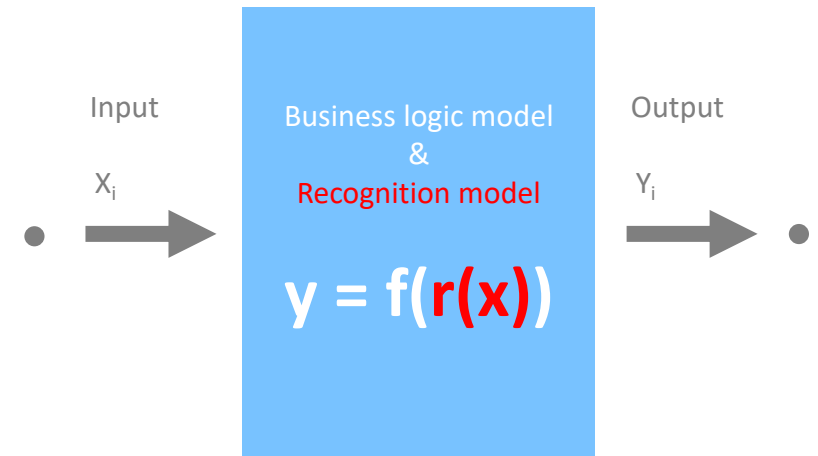
If the output is not as expected, it is related ... either to a bug in the implementation or a gap in the specification

What is special about capture solutions?

The business logic part of capture software behaves deterministic, too





The recognition model is where automation is coming from

The recognition model is imperfect by nature (as human recognition is obviously too)



If the output is not as expected, it is related ... either to a bug in the implementation, a gap in the specification or a limitation in the recognition model

Classical business application project

-  **Analysis and specification**
Business logic, IT
-  **Design**
Functional aspects
-  **Development**
Application coding
-  **Test and Roll-Out**
Functional/technical QC
-  **Operation**
Business process completeness

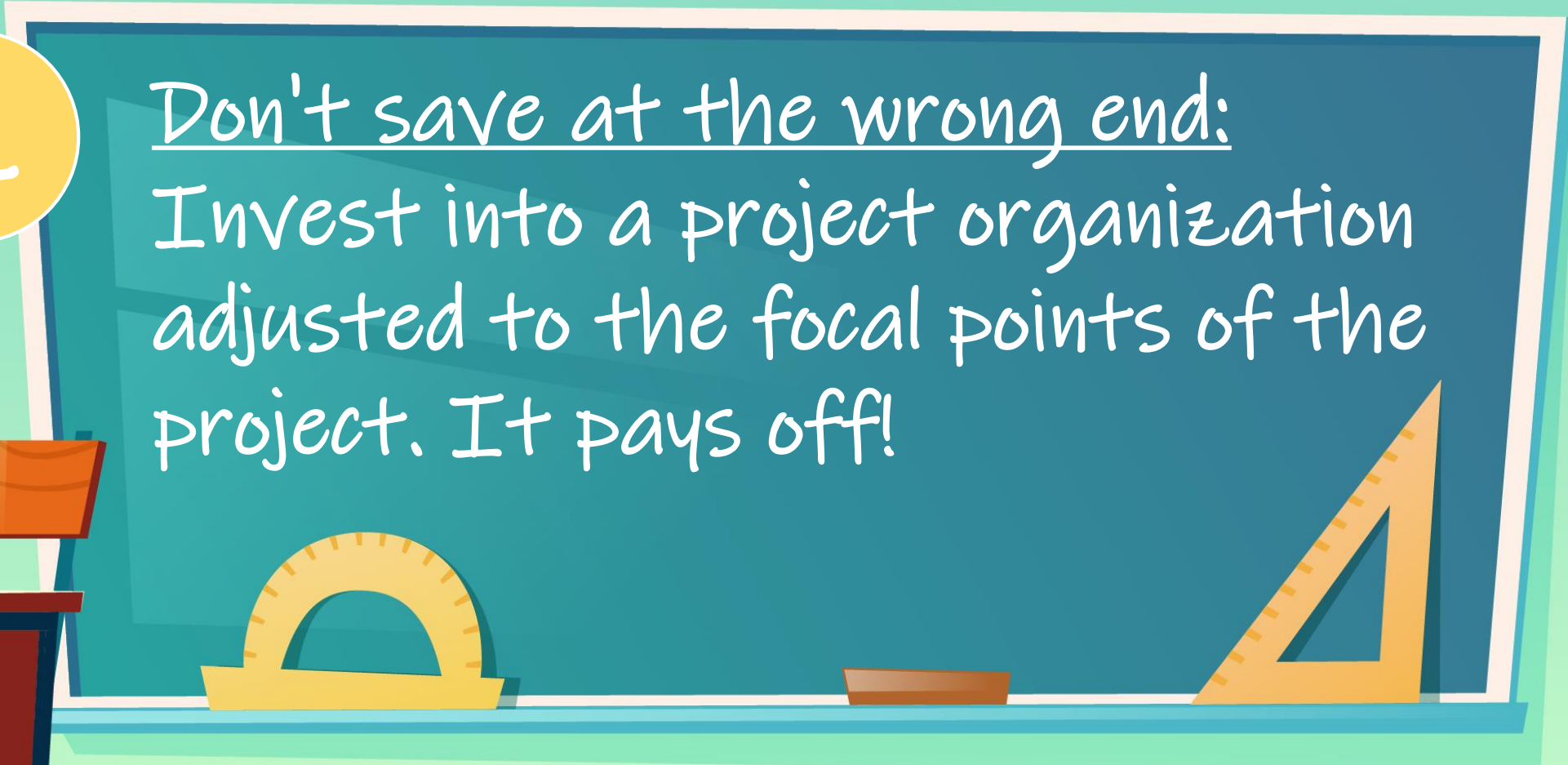
Typical document capture project

-  **Analysis and specification**
+ Recognition model
-  **Design**
+ Productivity aspects
-  **Development**
+ Recognition model coding
-  **Test and Roll-Out**
+ Performance benchmark
-  **Operation**
Performance finetuning

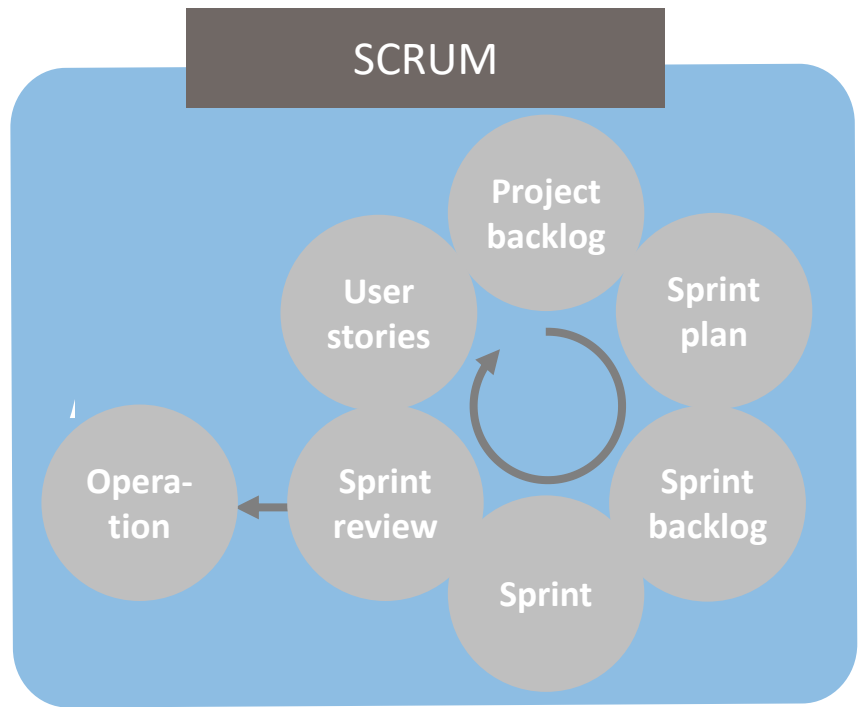
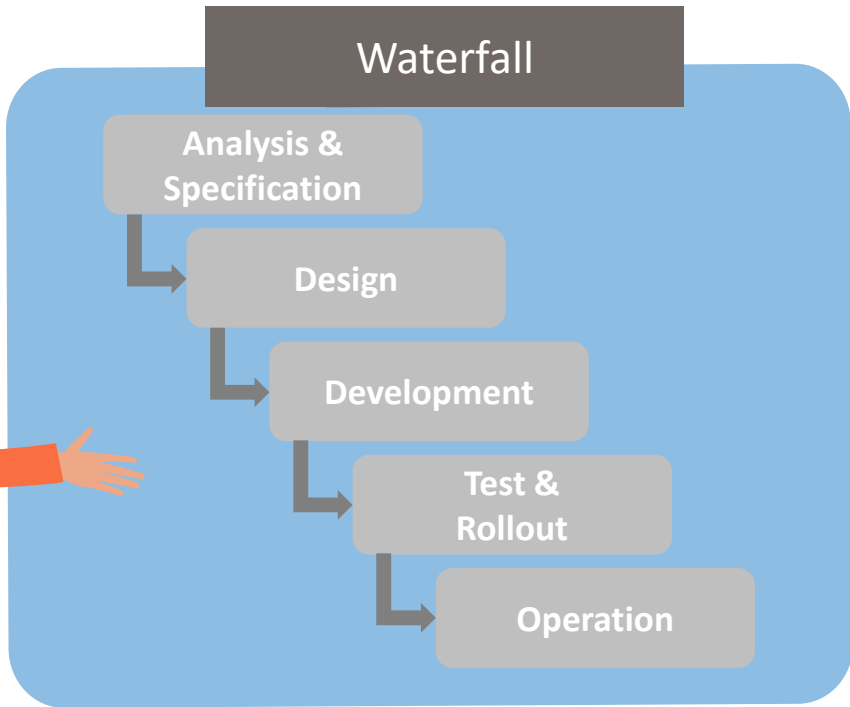




2

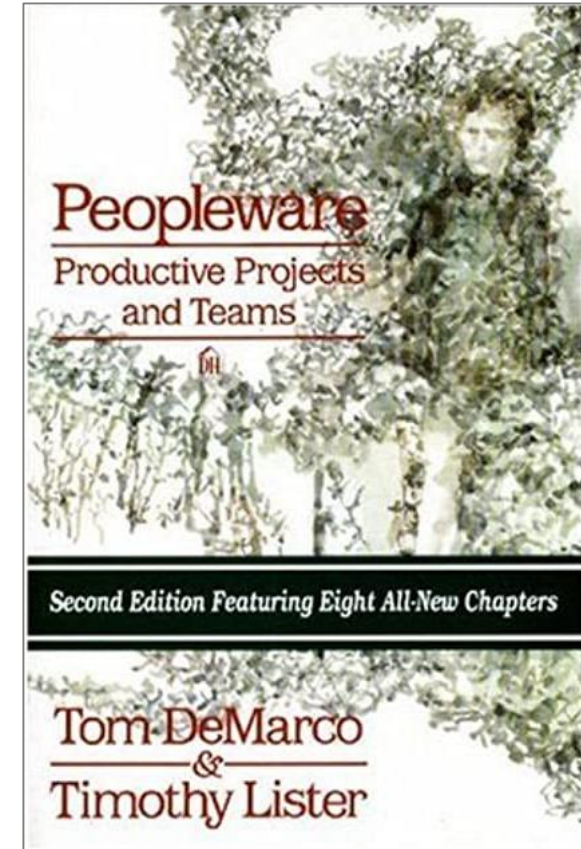
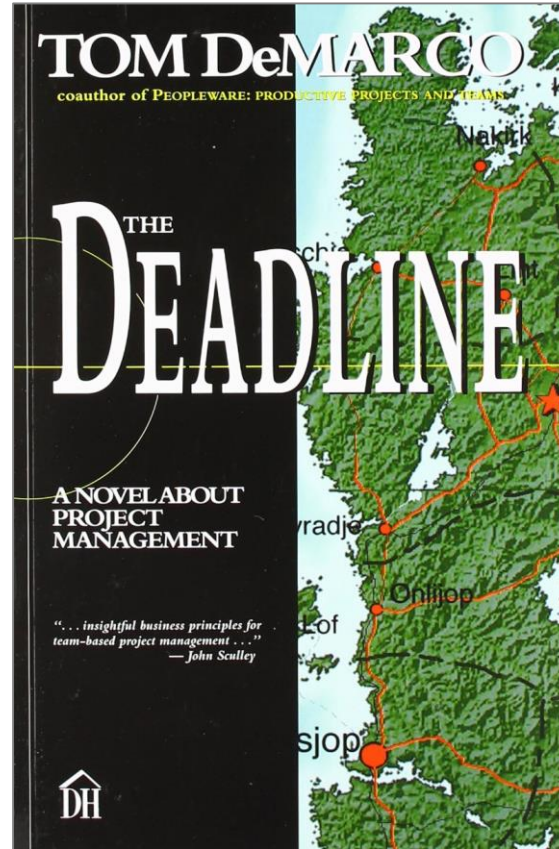


Don't save at the wrong end:
Invest into a project organization
adjusted to the focal points of the
project. It pays off!



Special roles needed:
“Model Builders” and “Performance-Gatekeepers”

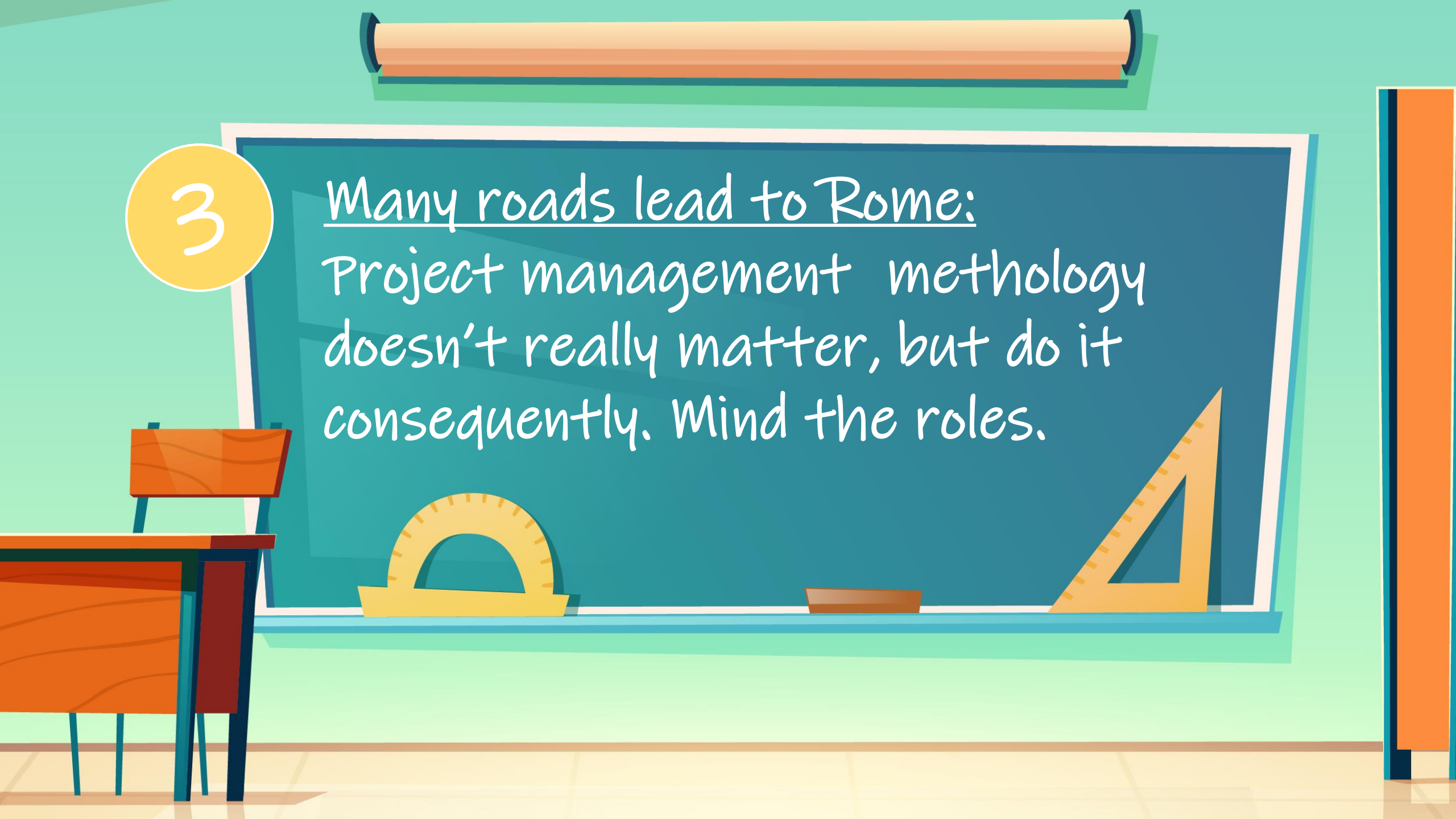




A truism, however:
Project management is people management and knowledge management.
There is a need for guiding newbies towards recognition technology.



3

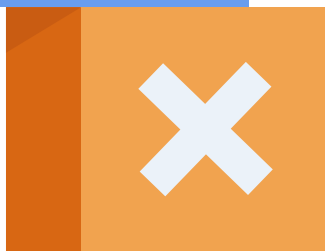
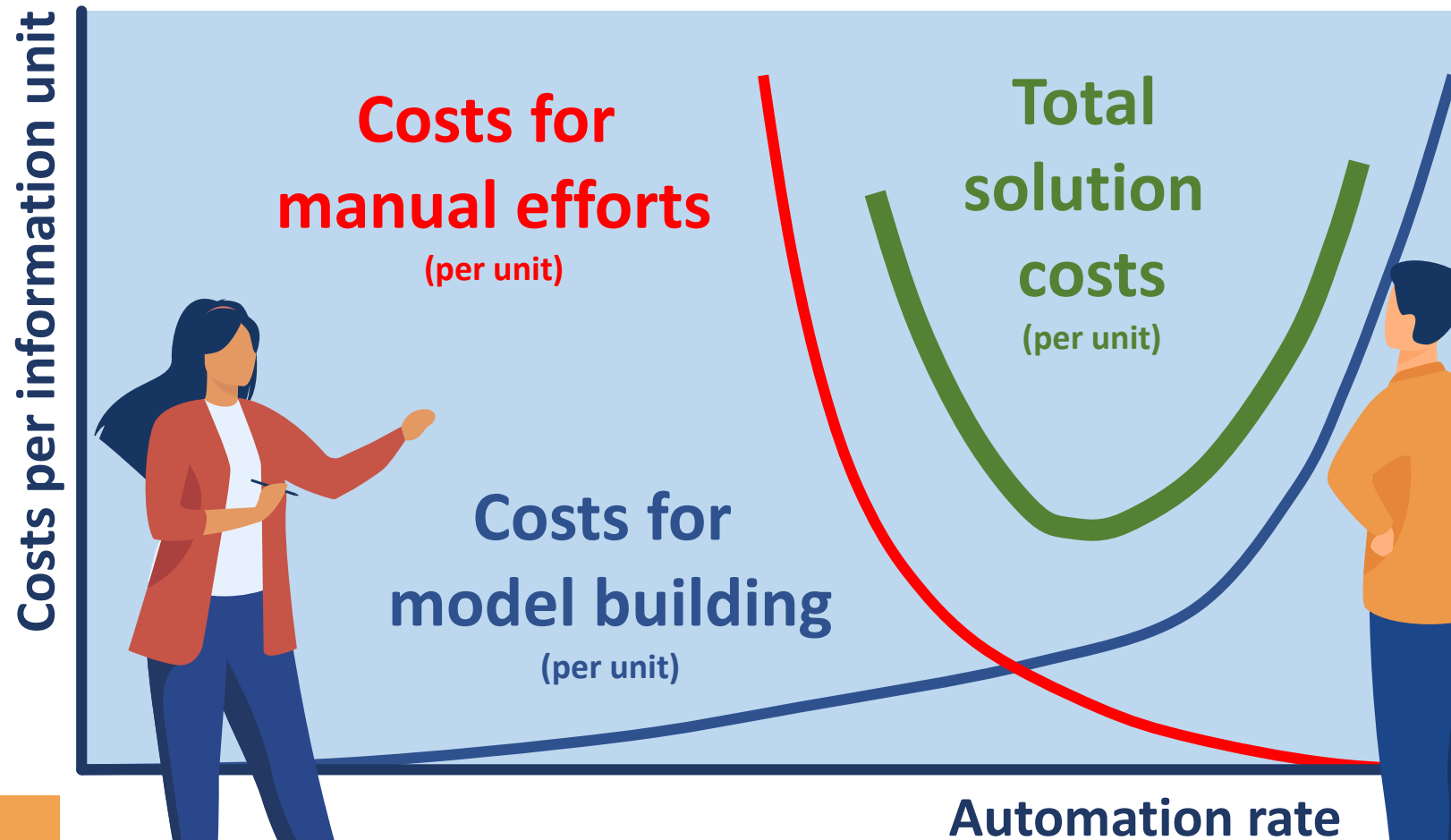


Many roads lead to Rome:
Project management methodology
doesn't really matter, but do it
consequently. Mind the roles.

The very nature goal of almost every capture project is to reduce operational costs of document processing by improving human productivity!



Concentrate on the target and show the money



PROJECT COST CALCULATION



PROJECT COST CALCULATION

No automation

With automation

Cost Keying operator € 30.00 per hour

Cost Project setup € 120.00 per hour

Project Documents **10,000**

Manual keying time sec/doc

sec/doc

Productivity docs/hour

docs/hour

Total manual work 166.67 Hours

11.11 Hours

€ 5,000.00

€ 333.33

Project setup Hours

Hours

Automation setup Hours

Hours

€ 960.00

€ 5,760.00

Total project costs **€ 5,960.00**

€ 6,093.33

Verschil

€ 133.33

PROJECT COST CALCULATION

	No automation	With automation
Cost Keying operator	€ 30.00 per hour	
Cost Project setup	€ 120.00 per hour	
Project Documents	3,000,000	
Manual keying time	60 sec/doc	4 sec/doc
Productivity	60 docs/hour	900 docs/hour
Total manual work	50,000.00 Hours € 1,500,000.00	3,333.33 Hours € 100,000.00
Project setup	8 Hours	8 Hours
Automation setup	0 Hours	40 Hours
	€ 960.00	€ 5,760.00
Total project costs	€ 1,500,960.00	€ 105,760.00
Verschil		-€ 1,395,200.00

PROJECT COST CALCULATION

	No automation	With automation	With automation
Cost Keying operator	€ 30.00 per hour		
Cost Project setup	€ 120.00 per hour		
Project Documents	3,000,000		
Manual keying time	<input type="text" value="60"/> sec/doc	<input type="text" value="4"/> sec/doc	<input type="text" value="2"/> sec/doc
Productivity	<input type="text" value="60"/> docs/hour	<input type="text" value="900"/> docs/hour	<input type="text" value="1800"/> docs/hour
Total manual work	50,000.00 Hours € 1,500,000.00	3,333.33 Hours € 100,000.00	1,666.67 Hours € 50,000.00
Project setup	<input type="text" value="8"/> Hours	<input type="text" value="8"/> Hours	<input type="text" value="8"/> Hours
Automation setup	<input type="text" value="0"/> Hours € 960.00	<input type="text" value="40"/> Hours € 5,760.00	<input type="text" value="120"/> Hours € 15,360.00
Total project costs	€ 1,500,960.00	€ 105,760.00	€ 65,360.00
Verschil		-€ 1,395,200.00	-€ 1,435,600.00



4

Intrinsic and manageable:

Compliance, quality, consistency are goals anyway as you build a business application. Mind productivity!



5

Crux of the matter:

Every keystroke and human user interaction counts.

Optimize productivity.

Track it !

- Be able to reproduce
 - What happened when by whom
 - How long did it take
 - The current status
 - Completeness
 - #docs in = # docs out
 - Use identification tools
 - 1D/2D Barcodes, RFID
- Get rid of paper processing asap
 - Expensive
 - Limits productivity enhancements
 - Risky
 - Inflexible
 - Get Color!!



Positive = Result is assumed to be correct

Negative = Result is assumed to be incorrect

**Just some
definitions!**

True Positive = Correct

Love it

False Positive = Error

Means extra work in the receiving application

Evaluate:

- SLA - impact
- Cost improvement of Capture project vs Error cost in receiving end

True Negative = Reject or
Missing Data

More work for the keying operator

False Negative = Correct, due to some
business logic: Approval

Also more work for the keying operator:

Measure Productivity – the right KPI ?

Percentage of fully correct recognized documents?

Example:

A batch has 100 documents, 1 document is incorrectly recognized
99% correct !!

But...

If the 99 correct documents all have 1 page to be processed
And the 1 incorrect document has 99 pages to be processed.....
= 50% pages processed correct, 50% incorrect !?



Example:

A batch has 100 documents, 50 are recognized correctly.

Only 50% correct ;-(

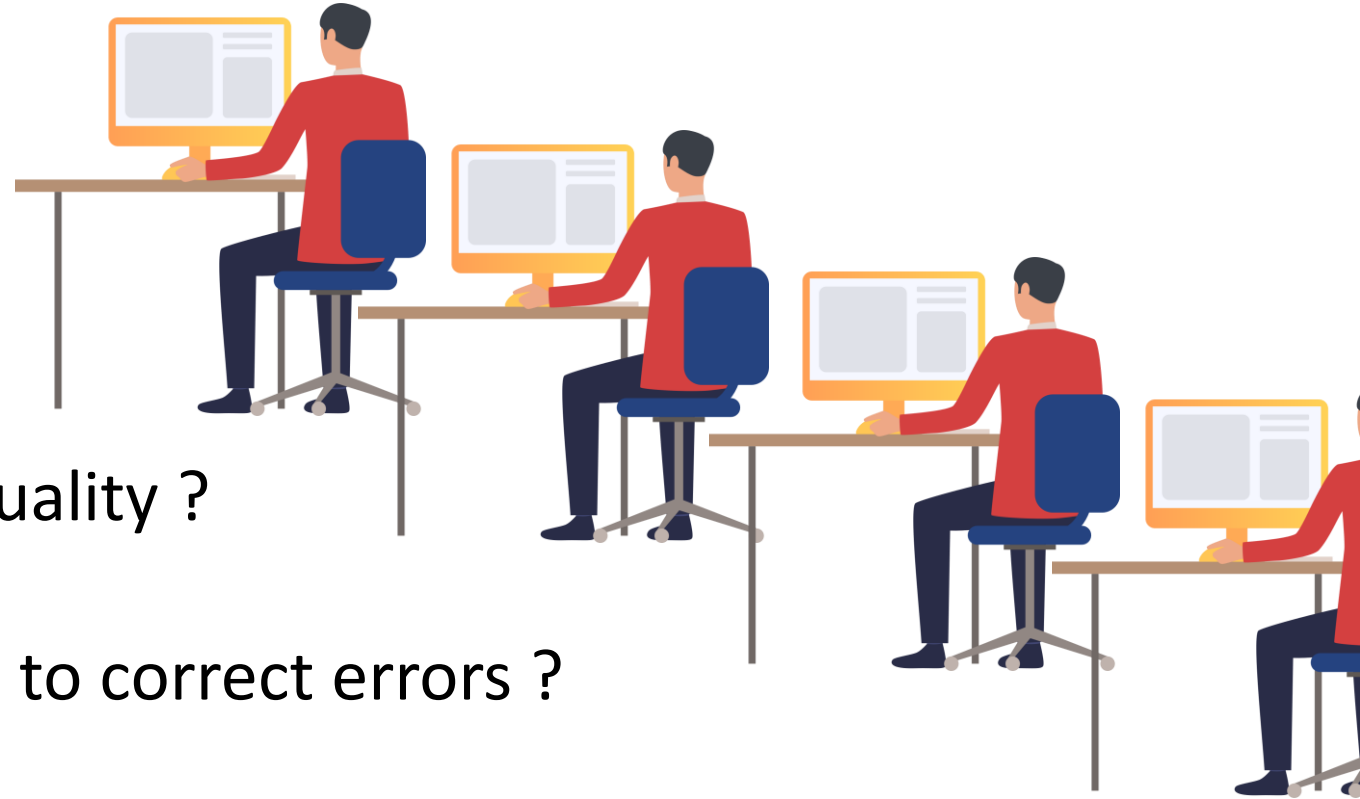
But...

45% of the incorrect documents only have 1 field out of 20 that needs looking at.

The remaining work is much less than 50%

Measure Productivity – the right KPI ?

100% correct !?



How good is your current (manual) quality ?

➤ Is that acceptable?

Does your business process allow you to correct errors ?

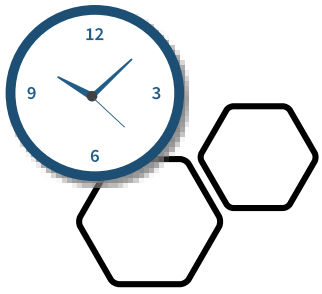
Typical error levels:

- ✓ Mailroom sorting: 97% correct on average.
- ✓ Character level after double keying: 99%

Measure Productivity – an Expedient KPI ?

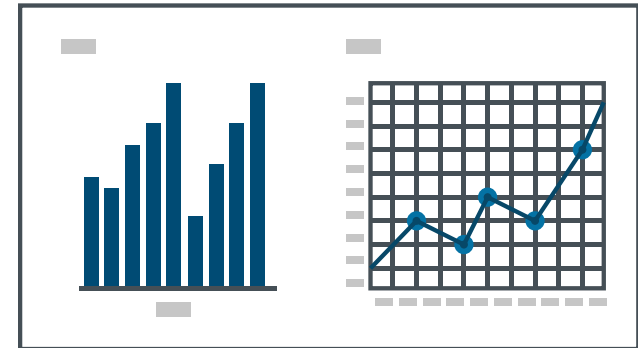
- Typical: the less manual input the better
 - Manual keying required to complete the documents
 - Documents/hr or Pages/hr
 - Average per employee involved in keying
- With a Quality that is good enough
 - The best is too expensive.
- All within the required SLA





Some Typical Numbers

- Preparation for scanning: 400 doc/hr.
- Classification: 600 doc/hr.
- Numeric keying: 9,000 keystrokes/hr.
- Typical working efficiency for employee's:
 - 7 out of 8 hours
 - Keep averages in mind
 - You need speed for 7 hours, not 7 minutes





6

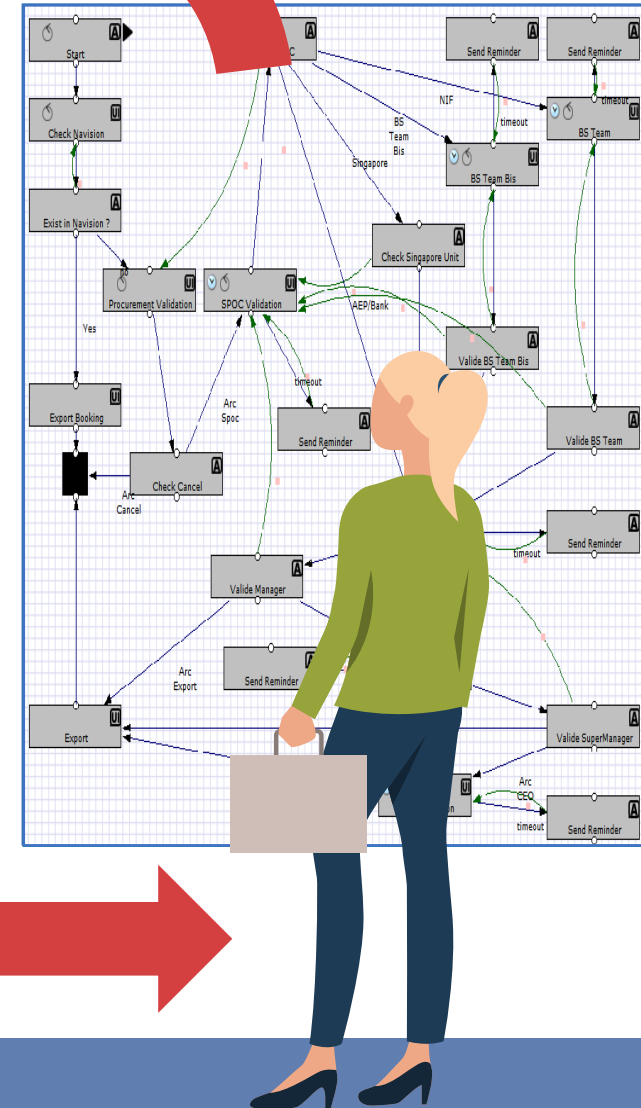
Self-conception:

Get sufficient insight into the entire business process, document capture is not an end in itself.



Document
Classification
for records or case
Management

Data
Extraction
of ICR and OCR for
business process
optimization





7

Resist temptation:

Prevent unnecessary data requirements, there is no free lunch with automation.



Nice to have or ?

As every keystroke counts:

- Don't key data that is already available
- Or data that is not really essential
- Data that have limited use in being processed automatically
- Use it to enhance automation, or ease keying work
- Again: Productivity!





8

Cross-linkage:

Make use of supportive data constraints and dependencies, whenever it is possible.



Data
Constraints
Dependancies

- Help to automatically find/qualify the correct result
 - Productivity !
- If it comes to manual keying
 - Helps to quickly select the right value
 - Dropdownlist
 - Easy lookup possibilities
 - Productivity !



But also plan
for rules that
fail.....



Documents are...

- ...Incorrect
- ...Incomplete

Supportive data is

- Incomplete
- Missing
- Falling behind

Operators should be able to
handle these situations



9

Project agreement:

Insist on and support the provision of a representative set of documents.





Benchmark

Representative

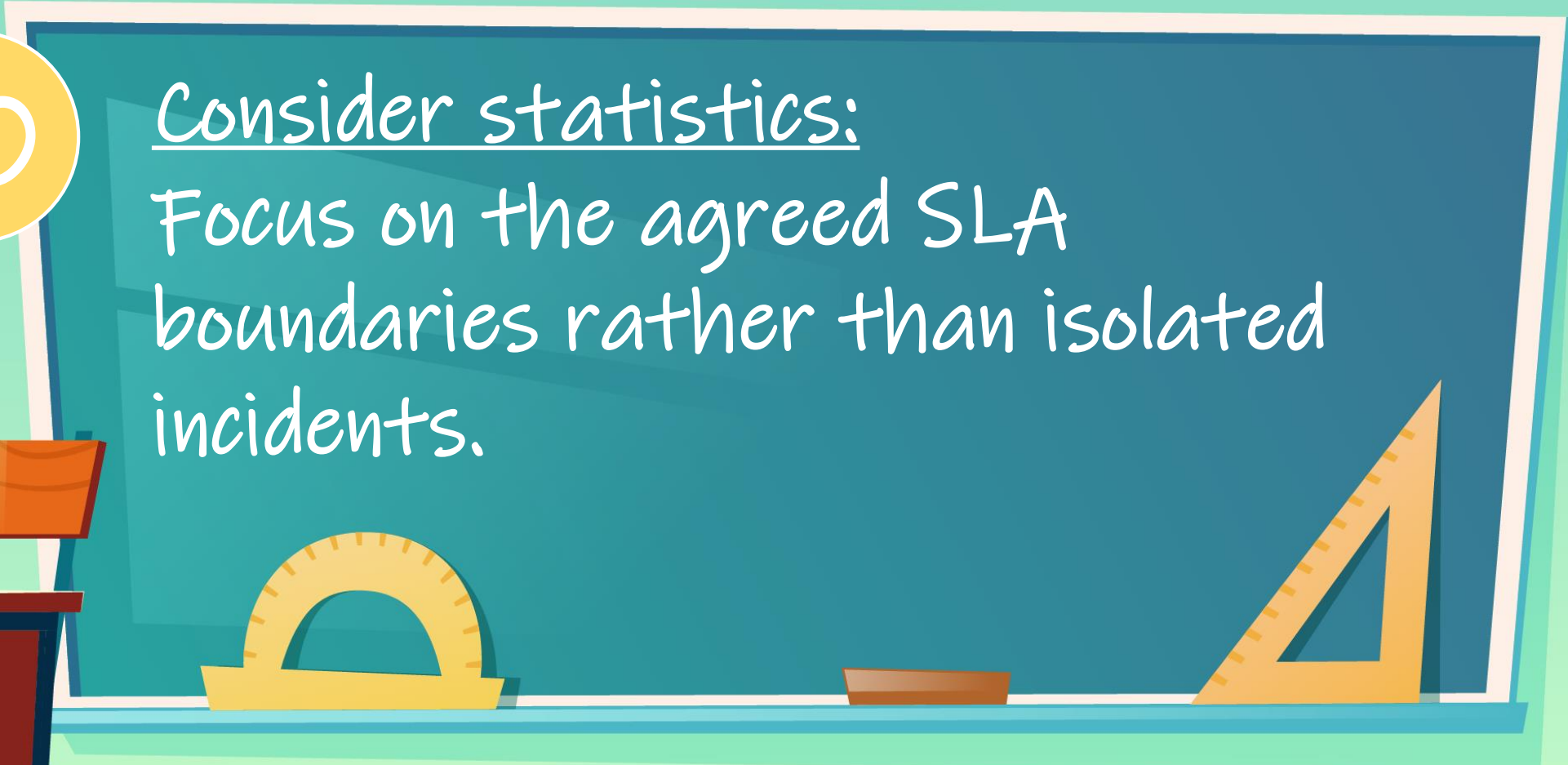
- Generate: Quality/Productivity KPI
- A high enough number for the statistics to make sense
- Represents a typical daily/weekly volume
 - Will represent a typical distribution of
 - Document classes
 - Difficult vs Easy documents
 - Maybe after applying a weighting factor to an individual document class / project
 - To be able to predict the expected workload

Run Benchmark regularly

- Especially after specific changes:
 - Project/System update
 - Document type/class/layout change



10



Consider statistics:
Focus on the agreed SLA
boundaries rather than isolated
incidents.

Service Level Agreement

An example

- Volume

- 10% of documents to be delivered before 09:00
- 50% of documents to be delivered before 12:00
- 100% of documents to be delivered before 16:00
- With a maximum of 2.500 documents / day
 - Excess volume will be added to the next day volume.

- Quality

- Business rules that shall apply.
 - Adding a % of manual QC will most likely lead to a false sense of quality
- Double keying for specific fields
 - For fields without business rules, having a QC percentage could make sense



11

Completeness:

SOW not only refers to business and IT, but also to representative docs and performance metrics.





12



Healthcare checks:

Frequently review the performance metrics after initial go live.

Framework conditions changes.

Changes will happen over time

Content will change over time

- Especially in Classification projects

Recognition quality will change

- Layout will change
- Equipment will degrade / replaced

People will change

- Are the people (=knowledge) that started the project still active?

Resulting typically in a lower Productivity

Regularly service level meeting

- Quarterly / Yearly
 - More often in the ramp up phase.
- Discuss improvement steps
 - For instance based on Top 10 Fields statistics

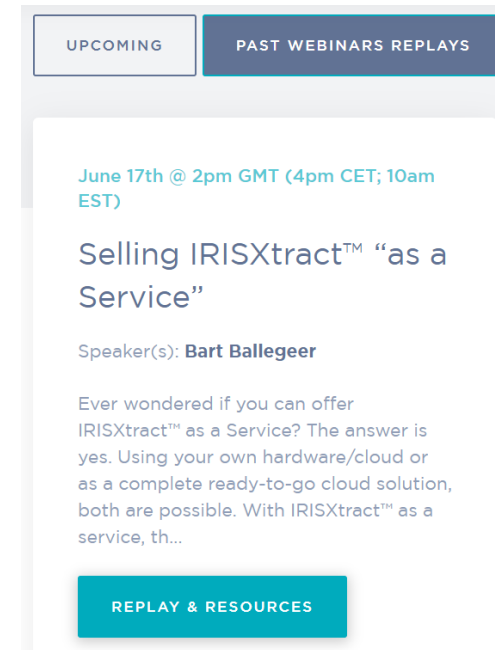
Q & A



Take care of yourself and others and stay healthy!



Thank you!



A screenshot of a webinar replay page. At the top, there are two tabs: 'UPCOMING' and 'PAST WEBINARS REPLAYS', with the latter being selected. Below the tabs, the date and time are listed: 'June 17th @ 2pm GMT (4pm CET; 10am EST)'. The main title is 'Selling IRISXtract™ “as a Service”'. The speaker is identified as 'Bart Ballegeer'. A short paragraph of text follows, starting with 'Ever wondered if you can offer IRISXtract™ as a Service? The answer is yes. Using your own hardware/cloud or as a complete ready-to-go cloud solution, both are possible. With IRISXtract™ as a service, th...'. At the bottom of the content area, there is a teal button labeled 'REPLAY & RESOURCES'.



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Questions?
More Information?