

## EMC Captiva for Document Processing Service (DPS) Providers

### Improve revenue streams while reducing operational costs

#### The Big Picture

- Improve revenue streams and increase market share through expanded outsourcing services and higher margin offerings
- Leverage the comprehensive EMC Captiva enterprise capture solution portfolio to help transform paper into immediate business advantage
- Reduce costs, improve productivity, and manage risk
- Accelerate your paper-based processes
- Take advantage of EMC's worldwide presence to uncover new opportunities

In order to continue to enjoy significant growth and profitability, many document processing service (DPS) providers need to evolve and develop new, compelling outsourcing services that help address their customers' business-critical requirements. By partnering with EMC, DPS providers can develop new revenue streams via business process-oriented services, including claims processing, employee on-boarding, and mortgage processing. An EMC partnership can also help DPS providers evolve from print providers to true multi-channel image capture, archiving, and records management providers.

EMC is the only company that can provide DPS providers with a single, comprehensive platform that addresses the image and data capture requirements of an organization. By partnering with EMC, DPS providers can:

- Increase market share through expanded outsourcing services with new, higher margin offerings
- Improve operational efficiency, reduce costs, and improve productivity by consolidating the number of technology partners and platforms
- Reduce operational costs, while managing compliance risks and improving overall productivity
- Take advantage of a new, flexible business model—bring solutions to market faster and increase revenue streams with low capital investment
- Leverage EMC's worldwide presence to uncover new opportunities

#### The need for document capture

The costs and inefficiencies associated with handling paper documents are significant: document storage costs, courier and shipping costs, inaccuracy of data entry, and others. DPS providers are continually looking for state-of-the-art document imaging solutions to manage the full lifecycle of business-ready content. By offering these solutions, DPS providers can help organizations spare large expenditures and IT investments related to document capture.

Document capture solutions transform paper documents into business-ready digital content and are an integral capability that can be leveraged at any place during a business process. Many organizations are seriously considering implementation of such a solution. Today, document capture has moved beyond its status as a stand-alone application. It is now a flexible service offering capable of changing as business requirements grow and expand.

By leveraging document capture solutions, DPS providers can expand their global service offerings and increase their penetration into existing accounts. With EMC® Captiva® enterprise capture, DPS providers can help organizations transform their paper documents into business-ready digital content, enabling them to reduce their IT costs, accelerate business processes, improve customer service, and reduce overall compliance risks.

## EMC Captiva enterprise capture

EMC Captiva enterprise capture supports both centralized and distributed branch office scanning, ensuring that documents can be captured quickly when and where they are received. Captiva works with scanners, multi-function devices, mail extractors, web browsers, fax servers, and e-mail systems to centrally process all incoming documents—no matter how, or in what format, they enter the system. This enables organizations to leverage the benefits that come with moving capture out to the point of entry for most documents.

Captiva advanced document identification and standard development tools enable organizations to quickly develop and integrate capture capabilities with other critical business systems and processes. Automated document classification eliminates the need for manual document sorting by quickly identifying and routing all incoming document types, saving time and money. In addition, intelligent data extraction significantly reduces the need for manual data entry—saving significant labor costs, improving data accuracy, and shortening cycle times.

Captiva enterprise capture makes information available to other enterprise systems via data and document exports. Integration with enterprise systems—including leading ECM, ERP, and legacy business systems—ensures consistent document and data delivery, enables seamless integration, and allows users to participate directly with back-end business processes.

Captiva enterprise capture solutions enable DPS providers to grow their service offerings and businesses by delivering a solid and proven document capture solution. DPS providers can utilize EMC Captiva enterprise capture solutions to help organizations:

- Reduce scanning time, preparation, and costs—as well as the costs associated with storing, filing, and shipping paper
- Improve overall productivity through the elimination of manual tasks such as preparation, sorting, and data entry (and its associated errors), while speeding up business processes
- Accelerate responsiveness through automated document processing and by facilitating quick, informed responses to customer and partner inquiries based on ready access to accurate, timely information
- Improve risk management through monitoring capabilities and real time tracking tools that let administrators view the entire document capture solution

## The benefits of using a DPS provider

Document capture services provided by DPS providers are typically offered on a fee-for-service basis. This can help an organization become more flexible by responding to changes in required capacity by not investing in unnecessary assets, thereby enabling the organization to be more flexible. Outsourcing these document capture services provides an organization with increased flexibility in its management of human resources and helps reduce response times to major environmental and organizational changes.

Using a DPS provider also allows an organization to focus on its core competencies without being burdened by the demands of bureaucratic restraints. Key employees are released from performing non-core or administrative processes and can invest more time and energy in building and enhancing the organization's core businesses. These efforts help an organization create competitive edge.

A third way in which DPS providers increase organizational flexibility is by increasing the speed and the automation of certain business processes. Using automated business processes for claims processing, employee on-boarding, mortgage processing, and others, can reduce cycle times, increase efficiency, and cut operational costs.



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