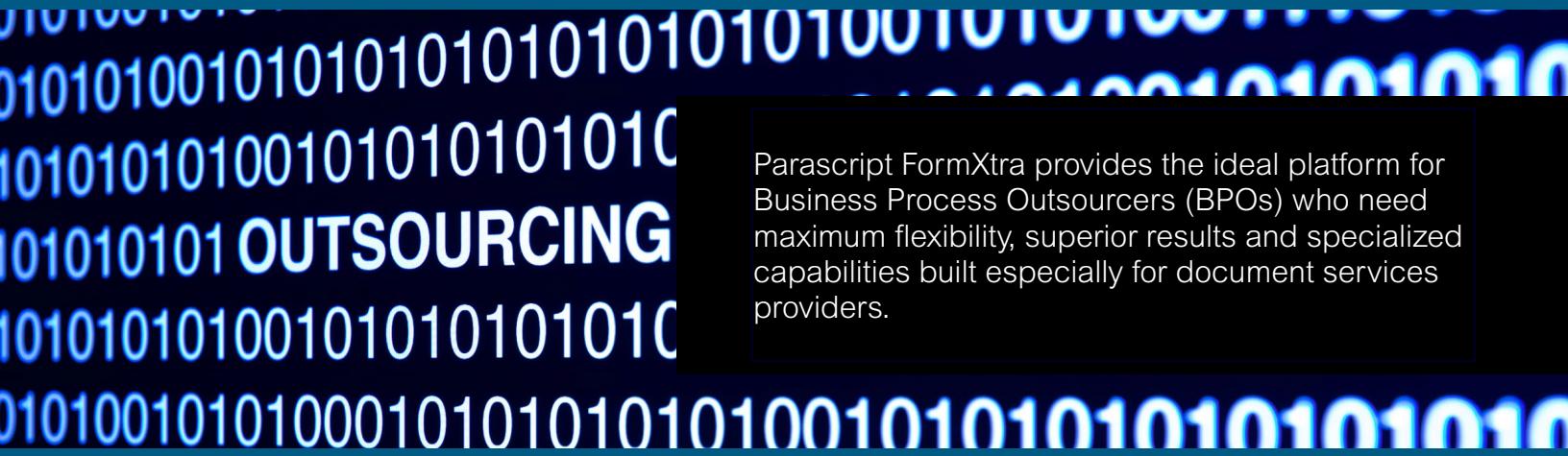


PARASCRIP^T

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Parascript® FormXtra® Capture for BPOs



Parascript FormXtra provides the ideal platform for Business Process Outsourcers (BPOs) who need maximum flexibility, superior results and specialized capabilities built especially for document services providers.

Overview

FormXtra Capture is a complete Web-based, document classification and data extraction solution that enables Business Process Outsourcers (BPOs) to support multiple clients' needs for a wide variety of document and data types. FormXtra Capture is easy to implement and administer. It supports both small and high volume needs without the typical cost or complexity. Additionally, FormXtra Capture allows service providers to tailor workflows to meet customer document and data quality needs.

The Challenge

BPOs that provide document processing for organizations require specialized capabilities in order to support a diverse set of both document types and service levels.

Managing on-time delivery of documents and data requires the ability to adjust to service requests in near real-time without affecting existing business processes.

The Solution

FormXtra Capture is built upon the principles of high quality, high volume data processing to meet the needs of organizations large and small with capabilities that are specifically tuned to the needs of service providers.

FormXtra Capture facilitates closely monitoring data quality workflows. This includes the ability to balance specific data correction performance with staff skills in real-time and to actively monitor progress of batches as these move through a workflow. FormXtra also has the functionality to constrain data review to specific staff without compromising overall throughput so that organizations abide by privacy requirements wherever sensitive data is involved.

FormXtra Capture delivers critical information into business processes faster and with greater accuracy for increased productivity and lower costs.

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Document Flexibility

FormXtra Capture supports a wide range of document types, which is a necessity in the Business Process Outsourcing. Some BPO customers have structured documents that are highly standardized while others require the need to process documents that are complex in terms of both data and layout. Still other customers require both needs within the same process or even on the same document.

FormXtra Capture processes every type of document from the simplest layouts to the most complex semi-structured and unstructured documents. It processes all documents within a single workflow, which maximizes the breadth of business services while reducing overall complexity by delivering all functionality on the same platform.

Comprehensive Data Type Support

Document processing needs can run the full spectrum from simple machine print in structured forms to complex table data common on invoices, remittances and the explanation of benefits forms. FormXtra also handles handwritten forms that would otherwise require manual data entry for unconstrained fields. With FormXtra Capture, BPOs have access to data location and extraction capabilities that support every data processing need including even poor quality machine print associated with dot-matrix printers. Parascript was the first to offer high quality handwriting data extraction of both constrained and unconstrained fields. All of which means that BPOs can increase the range of documents that are processed automatically and leave data validation to a basic quality control effort.

Field & Page-based Data Validation

When it comes to data quality control, data validation and data correction are the most costly processes that services providers manage. While most document processing platforms approach validation and correction from a page-level process, FormXtra provides an additional capability: field-level validation. Instead of requiring staff to scan a full page to review and correct data, BPOs can send specific data fields to specific staff, allowing increased efficiency and speed for reviewing and making corrections. In cases where complete access to a document may have data or privacy risks, workflows can be created where no single staff gets a complete view of the data – validation of certain fields can even be restricted to specific staff.

Service Level Management

Parascript helps BPOs with new high-priority projects so that they can easily add new projects into a work queue without stopping other work and adjust priorities of existing work without creating disruption. FormXtra Capture includes the ability to assign batch processing based upon priority and deadline, and adjust these parameters even during processing. This means that projects can be completed on-time, and the introduction of new work does not jeopardize existing work.

Detailed Data Quality Reports

Often it is not enough to have good validation processes. BPOs need to continuously monitor the quality of the data during various stages including after data extraction, during validation, and after validation. They need to be alerted when data quality falls below service levels and react quickly. FormXtra Capture provides an extensive array of data quality reporting that enables service providers to proactively manage and adjust data extraction and data validation rules.

Sophisticated Data Validation Workflows

There are many ways to ensure quality data. It starts with the ability to create specific rules that govern the entire validation workflow. FormXtra Capture supports multiple levels of validation including pre- and post-data extraction and before/during/post data review. FormXtra also supports rules that govern when a reviewer can accept a field or page and move to the next one. At every stage, BPOs can validate automated data extraction or manual correction with any file-based or database third-party source. In addition, BPOs can create rules at the batch level that route data validation at the page or field level, based upon individual staff performance. That is, the most challenging data can easily be routed to more experienced staff who have the best records of accuracy. All of this allows service providers to support high quality data with automated processes instead of time-consuming manual audits.

Pre-Built Document Types

Parascript has made it easy to add new business through the development of pre-built document types that have been created through sophisticated machine learning and algorithm development using large sample sets. These document types come tuned for accuracy and low error rates that allow BPOs to focus on their business instead of development of special templates or rules. Document types include claims forms (UB and CMS), invoices, receipts and checks (business and personal).