

ADR: Automated Document Recognition

The ACS Automated Document Recognition (ADR) system dramatically optimizes mailroom performance, by:

- Minimizing the need for manual sorting
- Maximizing the accuracy and consistency of mail sorting
- Identifying, classifying and sorting mailroom and fax images automatically, without the need for human intervention
- Greatly simplifying sorting rules, workflow processes and data movement.

Advanced technology is used to provide superior recognition and sorting capabilities to your mailroom. This unique technology significantly reduces:

- Overhead
- Number of sorts
- Error rate for sorts
- Processing time.

Automated Sorting

ADR turns the bulk of sorting into a truly automated electronic process. The system receives and scans your documents, and then initiates the sorting process while electronic images are in Optical Character Recognition (OCR).

Data extraction, for either standard-form or free-form data, is done in the ID step of a standard workflow. Images of 200 to 300 dpi are transmitted to any of our central OCR solution sites, with results returned directly to the client workflow. The system continuously refines as it encounters new documents to increase ID success rates.

Our Capabilities

- Distributed scanning
 - Multiple points of entry
 - 200 or 300 dpi (300 preferred)
- Automatic document categorization
 - Continuous learning
 - Builds identification knowledgebase
- Enter data into database via OCR post-ADR processing
 - Full document reading – not selective section review
 - Data capture based on data type

Benefits to You

- Reduction in per-transaction cost of 10–15 percent
- 95 percent first-pass accuracy
- Less than five percent of documents require human interface
- Refocus of human resources to quality and process improvement
- Significant reduction in training time due to automated sort process
- Reduced transition time for new documents
- Improved consistency in document sort
- Virtual solution; not site-dependent
- Integrates with third-party or internally authored workflow
- Multiple image sources possible

Our Transaction Processing Qualifications

- 33 years of data capture experience
- 6.6 million mailroom documents per day
- 8.3 million data capture transactions per day
- 10.3 million images created per day
- Five billion images stored at any given time

Recognition

- #1 on Best Performing BPO Providers, Global Services 100
- #1 on Gartner's Top BPO Vendors Multiple Processes
- #2 on Gartner's Top 10 HR BPO Vendors Worldwide
- #3 on *InformationWeek* 500 List of Leading Business Technology Innovators
- Leader on Gartner's Data Center Outsourcing Magic Quadrant

Contact Us

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