

Lexmark Distributed Intelligent Capture

Outstanding Document Processing Solution



LEXMARKTM

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Business processes rely on documents that come into the organization in paper form, be it invoices from suppliers, purchase orders from customers, or tax documents and other forms from a new client of a financial services firm. Many firms rely on a centralized model to turn those papers into digital files that can be incorporated into the company's electronic workflows, but physically transferring all of that paper to a central point for dedicated scan operators to parse and digitize can be very inefficient. By the same token, training knowledge workers across an organization to properly capture and route documents—and to deal with “exceptions” when the system is unable to recognize a given document—is even less efficient. Lexmark Distributed Intelligent Capture, a BLI Winter 2013 “Pick” award recipient as “Outstanding Document Processing Solution,” solves the conundrum. It allows knowledge workers throughout an organization to capture paper documents at their point of entry, while intelligent processing on the back end automatically extracts the pertinent data and passes it to the application that needs it.

“Lexmark’s acquisition of Brainware, Inc. last year netted it a unique recognition engine that can intelligently identify critical words and data from the context of a document, instead of relying on preset templates to tell the system where critical data falls on a page,” explained Jamie Bsales, senior editor for solutions at BLI. “This means the system can process even unfamiliar document layouts with surprising accuracy, minimizing the time-consuming and error-prone manual intervention and rekeying of data that would otherwise be required.”

A Distributed Intelligent Capture workflow combines several Lexmark technologies into a customizable platform that can be tailored for a range of general-business and vertical-industry solutions. To begin, users scan the paper document using a Lexmark MFP to automatically convert the document into the correct digital format. The MFP-resident Lexmark Document Distributor+ component routes the document to the server, where the Brainware software processes, classifies, and extracts data from the document. If an error is found in the validation step—such as unreadable text or a missing page in the document—a notice is issued using

both Lexmark Document Distributor+ (to notify the user at the MFP) and the Brainware software. Finally, the data and/or digital document is routed to the correct customer repository and indexed for easy retrieval.

The smarts in the Brainware software are what set Distributed Intelligent Capture apart from other document processing platforms, allowing it to “learn” what a given document is by the actual content. For example, the server software will recognize the word “invoice” and then look for a nearby number to find the actual invoice number to enter into that metadata field. More impressively, if a company name is unreadable on the invoice (or another document)—for example, if the invoice has the company logo instead of a machine-readable company name—Brainware will try to match existing content on the invoice (say, an address) with data that exists in the company’s database to make an educated guess about the company name, and provide that to the operator for verification.

“In less than three years, Lexmark has made six software company acquisitions as it continues to evolve and provide a portfolio of more complete, end-to-end business solutions,” said Marty Canning, Lexmark executive vice president and president of Imaging Solutions and Services. “We are committed to strategically growing our solutions portfolio through a seamless blend of our imaging technology and software acquisitions, and this award for Lexmark Distributed Intelligent Capture is further proof that our strategy is producing the desired results to positively impact our customers.”

About BLI Pick Awards

Twice a year with its “Pick” awards, BLI gives special recognition to the hardware and software products that provided the most outstanding performances in BLI’s unique evaluations. Software solutions undergo an in-depth hands-on review that focuses on key attributes for a solution’s target market and compares how well the product stacks up against leading competitors. “Pick” winners rise above the competition in key areas such as value, feature set, ease of use, ease of administration, hardware compatibility, software integration, security and support. Software solutions earn an overall rating based on a five-star scale, and “Pick” contenders are culled from those that earn the highest ratings. Consequently, a BLI “Pick” is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

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