



CARDIFF
TELEFORM™

Any Form, Any Document, Anywhere, Anytime

Cardiff Teleform

Cardiff TeleForm is the only solution to combine world-class information capture with intelligent document technology, successfully integrating people, paper and processes. It offers the unrivalled flexibility to capture information from paper and electronic sources and seamlessly incorporate it into secure, automated business processes.

Unlike a traditional document which is detached from enterprise processes, systems and data, the Cardiff Intelligent Document is aware of its meaning and purpose. The document knows how to navigate processes between people and systems securely and makes recommendations to the user based on emerging conditions in order to ensure data accuracy and integrity.

Capture Information Automatically

In order to automate paper-based processes the enterprise needs to support the tools its users already know and use on a day-to-day basis. That's why Cardiff TeleForm delivers a complete range of alternatives for capturing paper forms and documents from distributed knowledge workers or external customers and partners, via methods they are familiar with today - fax, email, internet, postage, scanners and mobile devices.

Classify and Extract Information Rapidly

Forms and documents come in all different formats, shapes and sizes and many of them are generated outside the enterprise and beyond its control. Before being processed they must invariably be sorted. Rather than using separator sheets or presorting documents by hand, a time consuming and costly endeavor, Teleform uses a robust suite of identification methods to automatically sort scanned documents into "virtual piles" for further processing without any human intervention.

Manually keying data from forms and documents into business systems is time consuming, costly and error prone. The potential for compliance or privacy violations due to operator error is high. Cardiff customers typically see a 60% - 80% reduction in the costs associated with manually typing data from paper forms and documents as TeleForm automatically reads hand print, machine print, optical mark, barcodes and signatures. TeleForm extracts information automatically from any document type including semi-structured and unstructured documents such as loans, contracts and invoices.

Apply Intelligence to Validate Information

Often the data contained in forms and documents is inherently inaccurate or difficult to read, a problem which accumulates as that data travels through business processes. With TeleForm, automated business-rules processing functions can be easily defined via point-and-click setup interfaces to ensure the data entering enterprise systems is 100% complete and accurate. Exceptions are intelligently routed to the right human operators for review and correction.

Maximize Security and Enforce Compliance

Nearly every industry today faces stricter regulations, burdening companies with additional costs. The enterprise requires applications that are transparently compliant to avoid the overheads of special processes and reengineering. Cardiff customers use TeleForm in their most mission critical applications where the reliability and security of the system are paramount. Applications such as clinical trials and many financial services applications require that any and all changes or interactions with the data and system be recorded. TeleForm provides built in functions to record all of the requisite audit data, including system administration, operator interactions and software induced changes. In addition, TeleForm is designed for environments where operator authentication, including digitally signing data and image sets, is required.

Define Intelligent Business Processes

Typically a paper form or document is just the first step or a supporting step in a complex business process and in many cases that paper follows the workflow at each step. The ability for TeleForm customers to seamlessly and easily combine paper forms and documents with electronic business processes allows them to accelerate business significantly and reduce costs in order to outpace the competition. TeleForm provides point and click setup of business processes and rendezvous of paper documents with workflows occurring within Cardiff's flagship business process automation platform, LiquidOffice.



Scale Without Limits

TeleForm delivers bullet-proof fault tolerance, enterprise-class scalability, the most effective system management tools available and unmatched technical support. The result is uninterrupted service - and critical processes that are always available, for employees and customers - allowing the enterprise to accommodate changing requirements and scale-up operations rapidly. Support for clustered environments enhances TeleForm's already extreme fault tolerance and limitless scalability.

Common Customer Applications

Accounting

Expense reports, invoices, statements, purchase orders, time cards

Customer Service

Order forms, warranty claims, service requests, consultation forms, work authorizations

Human Resources

Employment applications, benefit enrollments, transfer requests, performance evaluations, vacation requests, consent forms

Marketing

Surveys, research test forms, event registrations, product evaluations, entry forms, questionnaires

Production

Work orders, requisition forms, shipping, receiving documents Industries

Government

License applications, census forms, tax forms, vehicle registration, business and building permits

Education

Student applications, test results, financial aid

Healthcare

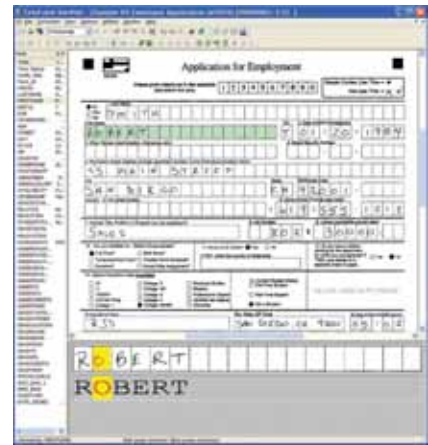
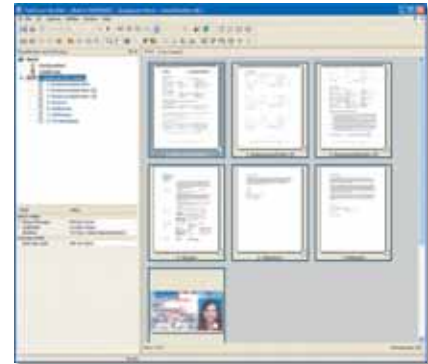
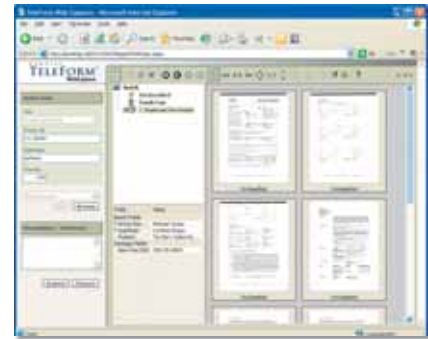
Claim forms, prescription orders, patient encounter forms

Pharmaceutical

Case Report Forms (CRF), patient surveys, research forms

Finance

Loan applications, credit reports, new accounts Insurance Claim forms, requests for proposals, reimbursement forms



Cardiff® TeleForm™

“While the dollar saving is terrific, the greatest benefit is the customer service improvement. The system is transparent to customers and dealers. It’s easy and fast, and enables our dealers to sell more cars more quickly. In addition, we have provided an alternative to the dealership having to enter the customer data through a direct link connected to a lender’s host system. Our process allows the customer to complete the Express Application and the Document Processing Center to enter the information. This combination provides more time and flexibility for the dealership staff.”

—Bruce Maddox, GMAC Senior Analyst

Core System Components

Form Designer

A point-and-click application for easily implementing automated forms processing and document capture. Designer includes complete layout tools to create new forms and to automate your existing forms and document types.

Capture, View and Index Non-Image File Types

Supports viewing of word processing, spreadsheet, presentation, graphic, multimedia, and other formats without the native file application.

Content-based Classification

Automatically classifies and sorts forms and semi- and unstructured layouts via barcode, form identification, full page keyword, phrase and concept-based identification algorithms.

Automatic Data Extraction

Automatic extraction of key indexes from forms and semi- and unstructured layouts by best-in-class voting recognition engines.

Document Package Handling

Allows multiple levels of association for forms and documents within a batch; group "sets" of forms and documents together.

Anytime QC

Enables users to view, rotate, add, delete, copy, reposition, and automatically or manually reclassify and index at any time during the life of the batch, from scan to commit.

Verification Application

Verification personnel can intuitively and efficiently validate classification and extraction results with ease.

Auditing and Tracking

Track interactions between people, systems, images and associated data. Log all system configuration and security changes. Uniquely configure level of tracking for each business application.

Digital Record Signature Support

Provides ability for a user to digitally sign records associated with views of/changes made to/data in the TeleForm system.

Print Merge Application

Merges electronic data onto forms for automated printing and faxing.

Automated Workflow

Paper-originated forms and documents from TeleForm can easily and rapidly feed into electronic-based in-process or initiate workflows in LiquidOffice.

Flexible Export Interfaces

Automatically delivers data to more than 300 business systems.

The Value of Cardiff

Customers Quantify the Benefits

"Thousands of organizations, from small companies to leading Global 2000 businesses in a wide range of industries, have experienced a quick return-on-investment and low-total cost-of-ownership with TeleForm. Using TeleForm, our entire data-entry requirement is only one staff person, even as our processing volume has exceeded one million forms a year. Using a manual system literally would have required hundreds of data-entry operators"

—Michael Garguilo, American Express



"This system has had so many benefits for us. It has enabled us to spot problems more quickly and easily and it has reduced our workload. It has really paid dividends"

—Rick Faulkner, Health and Safety and Environmental Advisor, Chevron



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