



INTELLIGENT IMAGING SOLUTIONS

Large Scale Form Processing is rapidly becoming an integral part of commercial operations today.

Scenario

A key Federal Government department was chartered to provide a range of services in Australia and overseas. With 16 offices in Australia and 74 offices overseas.

The data is a critical source of information for the Commonwealth and the private sector. The department had evolved a range of sophisticated systems to capture and collect this information, but as the volume of information was growing beyond existing capacity a more automated solution was required. Converga's BPO offering was selected as an upgrade to the existing document processing solution.

Challenge

How do you capture information from over 18 million documents spread around Australia accurately and in a timely manner?

Solution

Converga was identified as offering the latest technology with the best value for money solution.

An image of each document is captured enabling authorised personnel to qualify critical information, using direct links to Converga's secure document processing facility (certified by Australian Defence Signals Directorate) as per Australian Communications Security Instruction 33.

CASE STUDY



Optical Character Recognition (OCR) technology is applied to reduce the number of documents which have to be manually entered and a sophisticated set of processing techniques and algorithms were developed to ensure that the accurate and timely processing of all document data is completed to the highest standard.

At the time of implementation, the department was at the forefront of document processing. Whilst the technology has become more mainstream, Converga's operation continues to be one of the most sophisticated document processing operations in Australia, with up to 150,000 documents processed every day.

Outcomes

With the entire business process of collecting, preparing, imaging, extracting data and archiving outsourced to Converga, the department has achieved predictability of cost, the highest possible accuracy and quality of data. They also benefit from Converga's know-how and skills, driving continuous process improvement and maximum utilisation of latest technology without having to invest in expensive in-house resources or infrastructure.

In designing, building and running such a sophisticated solution, Converga has developed a proven set of smart capture techniques and methodologies that can equally benefit other Converga clients in achieving similar efficiencies with their document processing requirements.

Where future solutions become a reality today,

Converga.

Facts @ a Glance

- Over 70,000 documents processed each day on average
- Over 50 million digital documents available in on-line storage
- 32 document versions translated into 12 languages
- Data matching rates of over 99.0%
- Powerful user search functionality
- Secure access across 16 client offices nationally and 74 overseas offices
- Secure processing facility cleared to handle classified information (ACSI33)
- System flexibility to implement continuous improvement
- Recognised data accuracy and quality to the highest user standard (Australian Bureau of Statistics)