The world we live in is increasingly digital. Because of that, there is increased focus on capturing electronic documents, forms and information as they come into an organization. This is a crucial first step. When combined with other digital transformation efforts, a digital capture process can kick off automation that not only speeds process completion but cuts costs and reduces the risk of human error.

But what about the data and information that arrives on paper?

The trend is to move towards a paperless environment, but in reality this can be very difficult to achieve. There are always going to be forms to fill out, contracts to sign, handwritten notes and more that come into your organization as hard copies. The true test in becoming a digital business is your ability to capture this analog information quickly and without the need for slow, manual processing.

That’s where intelligent capture comes in.

**MANUAL DATA ENTRY: DIGITAL OR PAPER, WHAT’S THE DIFFERENCE?**

Whether data comes into your organization digitally or on paper, if manual data entry is involved, processes will not run as quickly or as smoothly as they could. The truth is, many capture solutions are able to pull necessary data from incoming documents – if they know where to look. But few are able to identify that data without the use of templates or extensive review by an employee. This is especially true with handwritten and unstructured information.

That translates into your staff spending their valuable time performing relatively low-value tasks. Even worse, the majority of your automated processes can’t be kicked off until the appropriate data is collected. Whether your information comes in digitally or on paper, if your system isn’t smart enough to find the data on its own, manual capture tasks will still slow things down. Organizations from every industry expect the amount of incoming information will only continue to grow over the coming years, and your organization might not be able to keep up.

Intelligent capture software is the tool to help you collect, organize and process information the moment it reaches your organization. It doesn’t stop at just reading the data on a document: It employs advanced technology to drive higher accuracy through document classification, data extraction and validation processes — regardless if documents come in digitally, typed or handwritten. This increases the level of automation and reduces human touch points even further. Much like the human mind, intelligent capture tools use pattern recognition — not templates — to recognize and interpret information on a page. That means that over time, processes become faster and even more precise.
INTELLIGENCE THAT KEEPS INFORMATION MOVING

The right intelligent capture solution also provides the ability to integrate easily with your other core business systems to validate and update information as it comes into your organization — so staff don’t need to provide the same data repeatedly to keep a process moving.

Intelligent capture software doesn’t require information to be perfect, either. It understands when information is misspelled or slightly changed on incoming content and can still make matches to data in core business systems. This reduces the risk of error and limits the need for human intervention even further. It also means that you can build end-to-end process automation without the need for multiple stops for manual tasks.

STARTING ON THE RIGHT FOOT

As the volume, variety and delivery method of information continues to expand, ensuring you have the capability to capture and process it all in a timely and accurate manner is critical to your organizational success. Because manual data entry is the first step where errors can enter your processes, automating data extraction and validation improves efficiency and reduces errors.

But you can’t expect every source of information to be as digital-friendly as you aim to be. That’s why investing in intelligent automation provides the best of both worlds. It creates a generational technology between digital processes and analog sources that still permeate today’s business. As organizations strive to evolve in the digital age, you need a tool that helps you walk the line between yesterday and today, while setting you up for success tomorrow.

Intelligent capture software is that tool.

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Learn more at Hyland.com/Capture