



Dispatcher™ Intelligent Document Recognition

Manage All Incoming Information from One Location

Dispatcher by EMC Captiva® is a high-speed automatic classification, indexing, extraction, and routing solution designed to help businesses handle the vast amount of incoming information they receive on a daily basis in a fast and efficient manner.

With Dispatcher, companies can scan mixed batches of structured, semi-structured, and unstructured documents in one single flow. And when combined with a document capture platform, data from nearly any kind of paper or electronic document can be scanned, classified, indexed, and extracted without the need for any manual sorting or preparation. The result is a business process optimization measure that can help save businesses time and money while increasing the accuracy of data.

In a Class by Itself

The greatest strength of Dispatcher lies in its ability to identify heterogeneous document types using innovative classification technology. Dispatcher relies on high-precision text and image-based analysis to determine document types, assign index information for search and archival, and route data to the appropriate department or personnel for processing. This technology works by automatically learning the attributes of existing documents and using them as a basis for how to classify new incoming documents that arrive throughout the various departments of an enterprise.

Dispatcher analyzes similar documents macroscopically to determine the unique graphical structure of each individual document. Automatic learning capabilities allows Dispatcher to quickly process recurring documents by identifying certain visual features such as logos or other graphical elements, and are equally effective in both international and domestic environments. The system can also perform full-page classification, and magnify the proximity of key words on a page.

Text Matching is the newest classification technology from EMC Captiva. With Text Matching, Dispatcher can streamline the flow of information without the need for separator sheets or barcodes, significantly reducing



With its advanced classification and data extraction technology, Dispatcher can help ease and speed the processing of multiple types of incoming documents by automatically classifying forms before extracting the data and exporting it to your content management systems, without the need for manual intervention.



Dispatcher can process documents types like:

- Invoices
- Purchase orders
- Checks
- Correspondence (including handwritten)
- Explanation of benefits (EOB) forms
- Patient records

the time and cost associated with preparing documents to be scanned. Text Matching focuses on documents without any repetitive structure or keywords, automatically learning and categorizing documents based on their text content. Text Matching provides a unique approach to classification: automatically learning document types and recognizing documents during production based only on text extraction and comparison, regardless of the document's format or layout.

Data Extraction

Dispatcher performs data extraction by both conducting text analysis and reading dynamic fields based upon how they are positioned on the image. Using pre-defined business rules and an expansive library of keywords, word associations and syntax structure, Dispatcher is able to perform free-form capture with extraordinary accuracy. The technology is also capable of automatically detecting tables in documents and extracting complex data from rows and columns. Tables are analyzed for line, column, and page breaks in order to manage items appearing on consecutive pages of the same document.

One Platform, Many Benefits

Dispatcher supports distributed capture environments, allowing documents and images to be captured and sent to a central platform from different locations, regardless of geographic boundaries, without the need for separators at the batch, folder, or page level. The system is capable of capturing over 150,000 images per hour on one single machine whether the documents are recurring or non-recurring, structured or unstructured, typed or handwritten, without experiencing any loss in speed during the identification process. Dispatcher offers the best OCR/ICR/OMR, bar code technology available on the market and performs image enhancements in just milliseconds.

Dispatcher in Action

The banking industry is a primary example of how the advanced classification and data extraction technology of Dispatcher can help ease and speed the processing of multiple types of incoming documents. On any given day, banks process a broad array of important financial documents, including loan documents, new account applications, checks, and a variety other related documentation. Previously, this required a team of data entry clerks working long hours to manually sort documents and key data into enterprise systems without consistent accuracy. Now, using Dispatcher, banks can rely on a single solution to accurately and efficiently handle all of their incoming information. Dispatcher automatically classifies any document's type (loans/mortgages applications) before extracting the data it contains and exporting the data to financial content management or loan processing systems—without the need for manual intervention.



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