



Digital Mailroom™

Capture, Classify and Deliver All Information

A Centralized Solution for All Input

Digital Mailroom (DMR) is a single point of entry for all incoming information: mail, faxes, email and other electronic data streams. DMR works with scanners and mail extractors to receive incoming information and automatically distribute the data to the appropriate department or personnel for processing. The result is a business process improvement initiative that reduces operational costs, increases data accuracy and accelerates business processes for enterprises of all types and sizes.

Engineered to automate not only traditional mailroom procedures, DMR is an enterprise-level solution that acts as a virtual “front door” to enterprise content management systems. As with all EMC Captiva® products, DMR is a modular solution that allows users to deploy only the modules required for their particular needs.

Key Benefits

- Reduce dependence on manual processes, both in the mailroom and throughout the enterprise, resulting in decreased operating costs.
- Increase efficiency by automatically prioritizing and routing mission-critical information.
- Improve the accuracy of information and the accountability of information systems by initiating high-level tracking and auditing functionality.
- Streamline the flow of information into back-end systems including ECM, ERP, databases, and records management systems.
- Save time and money by using a centralized, automated input management solution.

How It Works

A typical workflow could include the following modules:

CAPTURE – DMR receives an incoming document and automatically determines whether it is an image (e.g., a scanned document) or an imported digital file, such as a Word document or email correspondence. Digital files can be immediately routed for classification, while images undergo a rigorous enhancement process including despeckling, deskewing and noise reduction.

The Big Picture

DMR captures information from paper and electronic sources, classifies the data using sophisticated document recognition technology and delivers it to a database, email server, workflow, or any other back-end system.



CLASSIFY – The true strength of DMR is its ability to automatically identify documents using sophisticated classification technology. Captiva's classification technology employs a variety of different methods to identify document types, including both high-precision text- and image-based analysis techniques. By allowing multiple types of classification to be performed, Captiva solutions are able to operate faster and identify more documents than competing products which rely on only one form of classification.

Captiva's classification technology works by automatically learning the attributes of existing documents and using them as a basis for how to classify new incoming documents. The classification engine can perform full-page classification that takes a macroscopic view of a document in order to make intelligent decisions about what type of document is being classified or "zoom in" on the proximity of word anchors on the page. Classification can also be accomplished by identifying certain keywords or graphical features, such as a logo. To ensure optimum results, Captiva also provides tools to configure the classification engine and manually create additional templates to help improve the speed and accuracy of the system.

DELIVERY – DMR is capable of delivering data in multiple formats through multiple exports, which allows the system to effectively address the needs of businesses that have a variety of content to be exported to numerous disparate endpoints. With other systems, this process usually involves complex scripting to define the export parameters; however, DMR accomplishes customization via a simple GUI.

TRACKING AND AUDITING – DMR provides complete system monitoring tools to provide critical statistics of the various modules running within the Digital Mailroom and extend to monitor the performance of steps both preceding and following the system. Tracking begins when mail arrives, with openers and sorters providing raw statistics. These statistics, in turn, can serve to verify the volume of mail entering an enterprise, and can alert system administrators of the occurrence of bottlenecks. Monitoring can be performed remote either on-site or via the web to ensure the system is running at maximum throughput, even when unattended.

Digital Mailroom in Action

For large enterprises encountering high volumes of diverse incoming data from a variety of sources, the Digital Mailroom is the ideal solution for managing the enormous influx of information that needs to be processed on a daily basis. As its name suggests, the Digital Mailroom acts as a virtual mailroom, collecting all information that arrives at the enterprise and routing it to the appropriate department or personnel for processing. Whether it's checks, invoices, bills of lading, correspondence, claims, tax forms or other forms of documentation in hard copy, fax, or electronic form, the Digital Mailroom saves time and money by eliminating the need for pre-sorting documents and manual data entry, and by increasing productivity by getting important data into enterprise applications quickly and accurately.



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