



\_experience the commitment™



## CGI and IBM Datacap

### CGI and ECM

CGI's enterprise content management (ECM) group has integrated complex document imaging and workflow systems for large enterprises in partnership with technology leaders. These high-volume, enterprise-wide solutions support the capture of virtually all document types, making them immediately available to users across the enterprise.

CGI offers the following ECM services:

- \_ Integration
- \_ Consulting
- \_ Application development and deployment
- \_ Hardware and network sizing
- \_ ECM solution architecting and infrastructure planning
- \_ Enterprise information portal (EIP)
- \_ End-user training
- \_ Support

### A PARTNERSHIP BUILT FOR DATA CAPTURE

CGI partners with IBM, a leading provider of document capture and form processing solutions, to drive efficiencies within clients' organizations by decreasing cycle times, improving data accuracy and reducing costs. IBM's Datacap suite offers a portfolio of document capture and high-speed data extraction capabilities to help companies reduce their paper consumption and more efficiently disseminate information across the organization. Datacap's robust and dynamic capture system can easily adapt to changes within your organization, such as new business rules, government regulations or document types. Datacap can deliver immediate cost savings to your organization and a quick return on investment.

### KEY BENEFITS

With IBM Datacap, CGI helps clients leverage the full capabilities of a best-in-class data capture technology solutions suite. CGI's IBM Datacap offering can be fully customized and tailored to best meet the business requirements of your organization.

IBM Datacap solutions include the following:

- \_ **Datacap FastDoc Capture:** a client-only capture software solution that can automate the indexing of scanned documents for accurate storage and retrieval.
- \_ **Datacap Taskmaster Capture:** the on ramp to enterprise content management (ECM). It helps you eliminate labor-intensive document preparation and manual data entry to streamline document processing and indexing.
- \_ **Datacap Taskmaster Accounts Payable Capture:** a solution for accounts payable automation to help corporate and government accounts payable professionals eliminate labor-intensive invoice handling and manual data entry.
- \_ **Datacap Taskmaster Medical Claims Capture:** a claims processing automation solution to help health insurance payers and third party administrators (TPAs) eliminate labor-intensive manual data entry from paper claims.

## CLIENT CASE STUDY

### Hawaii Department of Taxation (DOTAX)

CGI recommended an ECM solution integrating Datacap Taskmaster, FileNet Content Manager and IBML high-volume scanners. We proposed Taskmaster because of its seamless, proven integration with IBML and FileNet, highly customizable user interface, rules-based flexibility and advanced administrative queuing and indexing controls. This tax return processing solution has increased efficiency from 50% to 700% based on form type and has decreased overall processing costs, while dramatically improving the Department of Taxation's customer service response time.

The following illustrates some of the Datacap recognition and data entry processes for the project:

Hot Keys:  
**F4** Goto next low confidence field, then page (or Alt+L)  
**F6** Skip character repair on current page, goto next page (or Ctrl+H)  
**F12** Clear the current field (or Alt+Z)  
**Ctrl+S** Open/close supersnippet: Display larger view of the current field  
 Low Confidence Field Palette (LCFP)

DATA FIELD: 0452005.TotalTaxesDue

1335.50 \* Enter cents

SNIPPET

TOTAL TAXES DUE

1 335.50

The Character Repair interface offers a robust data entry platform while affording users convenient features such as dual image display (1 normal, 1 drop out) for higher keying character accuracy, SCSSA (smart character selection), and full image view with easy field highlighting and click-N-key.

The Zone Repair interface offers improved character recognition by intelligently allowing the user to scale and size a form based on size. This allows the system to handle taxpayer printouts ranging from 30 to 120% of the expected form size, improving recognition.

Page Info:  
 Page Type: N152005 Page1  
 Fingerprint: 806061 Counter  
 BarCode: N15-805-1, N15-005-1

Actions:  
 Save Zones (F6)  
 Reset Zones  
 Toggle Image  
 Manual Fix  
 NFI  
 Suspend

Zone Info:  
 anchor 1 Confidence: 10  
 anchor 2 Confidence: 9  
 Offset: -5, 10  
 Scale Ratio: 1, 1

## COMPANY PROFILE

At CGI, we're committed to the fundamentals that help all of our stakeholders succeed. Our 31,000 professionals in 125 offices worldwide provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses.

- More than 35 years of long-term growth with 31,000 professionals in 125 offices
- 9/10 satisfaction score from more than 2,400 signed client assessments
- Rigorous project monitoring resulting in 95% on-time, on-budget delivery
- Committed to world-class service levels with over 98% exceeded or met
- Among the lowest attrition rates in the industry – with 90% of professionals owners

For more information on our ECM services, visit [www.cgi.com/ecm](http://www.cgi.com/ecm) or contact [info@cgi.com](mailto:info@cgi.com).

In large part due to this initiative, CGI was awarded Datacap's first **Datacap Capture Excellence for Channel Partner of the Year Award in 2006**.