

# Our Solutions

## OCR: Optical Character Recognition

One of the world's premier business process outsourcing (BPO) and information technology (IT) companies, Xerox invests in the innovative technologies that save you time and money. Among those technologies is Optical Character Recognition (OCR) – also known as Intelligent Character Recognition (ICR).

OCR automatically extracts data from scanned images and makes those data available for electronic processing. It reads the characteristics of images and converts those images to a compatible data format. The result: less data entry to key, allowing you to redeploy or reduce your resources.

Our OCR processing solution is a product in motion. As a result, it's become a world-class product, achieving a high level of accuracy and speed. That translates to multiple benefits for you, including:

- 25–50 percent reduction in mailroom staff
- Ability to move some mailroom functions offshore
- Reducing the number of rejects identified by data capture staff, thus reducing overall re-scans or re-sort activities

### Our OCR Solution

To provide you with optimal quality and price-competitiveness, we can apply OCR technology to the document recognition, document sorting and data capture processes. We use this technology on a wide variety of forms, and on both standard and non-standard document types. Our OCR solution can provide document sorting by document type, as well as contextual rules for both standard and non-standard forms.

- When you choose our OCR solution, you're combining our advanced technology and our experience in data capture. The result of this two-pronged approach is an OCR solution that we believe is the best in the business.

### Our OCR Solutions Suite

Our OCR solution consists of a suite of tools that are divided into two categories:

1. **Central OCR tools** consist of Image Processing that prepares images for: OCR; DokuStar, which sorts images by document/form type; the OCR engines that convert image data to ASCII data; and RecoRules, which performs editing of the raw OCR data.

2. **SBU Program tools** that correct OCR and manipulate OCR data. These tools include: Reject Repair, for correcting unreadable characters; OCRtoUB/Webde, for parsing and conversion of OCR data to a data capture format; and Validate, which electronically verifies that OCR and/or keyed data are correct.

Additional features include:

- Both machine print and handprint recognition
- Free Form (unstructured forms) OCR
- Unconstrained handprint forms
- Automated Document Recognition that automatically identifies and sorts documents from image – OCR assisted Form ID

### Our OCR Credentials

We have over 30 years of OCR experience, and our current system has undergone continual updates and enhancements. Today, our OCR solution encompasses:

- Four OCR Central Processing Centers
- 45 clients in production (Healthcare, Government, Finance, Insurance, Mortgage, Telecom, Transportation, Pharmacy)
- More than one billion total documents processed since 2000
- One million documents read per day
- 27 million fields read per day

### Our OCR Solution in Action

Our OCR solutions are currently being used for:

- **HR and employee records** – processing more than 4,000 document types for a government client
- **Medical claims** – 95+ percent recognized by form image alone
- **Transportation forms (OTR trip forms)** – 95+ percent form registration for structured and non-structured forms
- **Student financial aid** – 99 percent registration (handwritten structured forms)
- **Mortgage documents** – effective field/character-level accuracy of 85–90 percent

You can learn more about us at [www.xerox.com/businessservices](http://www.xerox.com/businessservices).