ADLIB®

Improving Claims with Better OCR Accuracy in Insurance

By rendering scanned documents to PDF files—with embedded search features—Adlib enabled this insurance firm to improve its efficiency processing claims and enhance the workflow through the integration with Documentum.

THE CHALLENGE

To implement an accurate Optical Character Recognition (OCR) solution for processing claims that integrated with their document repository—EMC® Documentum®—this insurance company required software which would create precise results.

They were faced with a number of demanding challenges. This insurance organization needed to:

- Reduce the large worker pool being used to OCR claims files manually
- Create results which are guaranteed to be accurate
- Seamlessly integrate the OCR software with their document repository, EMC® Documentum®

THE RESULT

Adlib's OCR engine can make image-only text searchable in over 115 languages, and always provides accurate results. By rendering scanned documents to PDF files—with embedded search features—Adlib enabled this insurance firm to improve its efficiency processing claims. Integration with the Documentum repository enhanced the workflow, as well as the built-in text analytics that helped improve the indexing of files.

This insurance organization was able to achieve a number of benefits with Adlib:

- Introduction of an automated system to replace the manual one
- A reduced number of indexers by using text analytics
- Increased accuracy of rendered documents by using Adlib OCR
- Tight integration with existing document processes through EMC® Documentum®

Advanced Rendering enabled this insurance organization to improve their claims process through accurate Optical Character Recognition.

THE INDUSTRY

Insurance

THE SYSTEMS

EMC²

THE DOCUMENTS

CLAIMS AND CASE FILES

WHAT IS ADVANCED RENDERING?

Advanced Rendering technology takes basic document–to-PDF conversion to a higher level by integrating into the most commonly-used Enterprise Content Management (ECM) systems and automating the conversion of content from multiple sources into more manageable and usable formats to enhance documents at each of the 4 stages of the document lifecycle: capture, manage, archive and deliver.

Adlib PDF Enterprise is the next-generation of Advanced Rendering technology that is ideal for high-volume environments where accurate, scalable and highly-available document-to-PDF conversion and transformation services are required across the enterprise.

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