



## Digitech Systems PaperVision Capture

**Features & Productivity**

**Usability**

**IT Admin & Security**

**Support & Training**

**Value**


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PLATINUM

TESTED  
SOLUTION

• 2 0 1 6 •

### Product Snapshot

**Product:**

Digitech Systems PaperVision Capture

**Version:** R83

**Software Developer:**

Digitech Systems, LLC

**Web:** [www.digitechsystems.com](http://www.digitechsystems.com)

**Phone:**

877-374-3569

**For more information on this solution and others, see BLI's comprehensive coverage at [www.buyerslab.com/bliq](http://www.buyerslab.com/bliq).**

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## OVERVIEW

PaperVision Capture, from Digitech Systems, LLC, is an enterprise-class document capture and workflow solution designed to meet the needs of paper-intensive businesses and document service bureaus. The solution can serve in a centralized scanning environment or in organizations where capture functions are distributed across multiple systems and geographic locations. The platform is also fully scalable as well as customizable. A modular system, PaperVision Capture covers the full gamut of capture/workflow needs, including batch scan capture; metadata, barcode and full-text indexing; and even handwriting recognition for capture/processing of forms data. The optional PaperVision Forms Magic module adds artificial intelligence (AI) algorithms for automated processing of structured documents. In addition to capturing hardcopy documents, PaperVision Capture can also capture some electronic files and offers integration with a variety of enterprise content management (ECM) systems and line-of-business applications.

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## Benefits



**INTEGRATE PAPER AND ELECTRONIC PROCESSES** – PaperVision Capture merges paper and electronic processes through one holistic solution. It enables organizations to capture structured and unstructured paper and electronic documents and route them into the corporate database or line-of-business applications for further processing.



**UNIQUE AI DOCUMENT-PROCESSING MODULE** – The optional PaperVision Forms Magic module delivers a groundbreaking document-classification engine driven by artificial intelligence, and features the ability to “learn” the types of structured documents an organization receives and process them accordingly.



**CUSTOMIZABLE FOR INCREASED EFFICIENCY** – Administrators can incorporate custom code at any point to meet any capture/routing need. Administrators can assign priority levels for each step within each job, and the system will automatically process jobs based on their priority levels, freeing up the necessary resources to complete jobs as quickly and efficiently as possible.



**LESS MANUAL INTERVENTION** – The solution has the intelligence to automate a myriad of tasks that can be handled by a computer, and to streamline tasks that require the operator’s attention. This will allow operators to focus on more customer-facing and revenue-generating tasks.



**COST-EFFICIENT PRICING MODEL** – The solution’s modular design enables customers to purchase the features and functionality they need without overpaying for more. That, combined with its flexible deployment options—where it can serve as a distributed or centralized solution—fosters a painless expansion of capture/routing operations to new offices or branches.

## OUR TAKE

Despite the decades-old promise of the “paperless office,” there are still plenty of paper documents that get created and circulated. And the information on that paper—be it a form, an invoice, a student or patient record, or an unstructured document such as a letter—needs to be captured accurately and made accessible. PaperVision Capture addresses the problems that organizations face when trying to combine paper and electronic files into a coherent data flow. The program can take input from scanners or other sources, and run the documents through a series of steps to get the data into the corporate database or line-of-business application where it can be seen and acted upon. Moreover, the solution’s robust batch-capture and quality-control features make PaperVision Capture ideal for organizations such as accounts payable departments, schools, healthcare providers, government agencies and service bureaus tasked with processing large volumes of documents.

The hallmarks of PaperVision Capture are its power and flexibility. The combination of available features and ability to integrate custom code at any point makes it more than just a way to dump scanned data into a repository. It has the intelligence to automate the tasks that can be handled by a computer, to streamline the tasks that require an operator’s input and to make the entire process secure and reliable. A notable advancement in this regard is the patent-pending PaperVision Forms Magic Technology. Honored with an Outstanding Achievement in Innovation award by the analysts at BLI, Forms Magic does not rely solely on OCR (optical character recognition) to read and parse document content. Instead, the technology employs AI techniques to intelligently group like documents together based on a range of parameters and commonalities, including the text itself, the position of the text on the page and more. The engine hones in on key points that distinguish one class of document from the next, so even if a crucial word like “Invoice” is missing or illegible to the OCR engine, the software is still able to discern what the document is.

Yet despite its nearly unlimited flexibility, the application remains easy to operate and manage. One fundamental feature of the PaperVision Capture architecture is that it gives the administrator controls that can make batch processing as efficient as possible. For example, each step within each job can be assigned a priority level, which will automatically prioritize batches, enabling resources to handle the tasks with the highest priority. Another time-saving feature is pre-caching, which can load specific or user-defined pages of a document while the rest of the batch is still being processed, so that the operator can start on the job.

PaperVision Capture isn’t a fit for every capture/processing need. Organizations that require low-volume ad-hoc capture, typically performed by users at MFPs, would be better served by the more traditional

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“middleware” capture platforms. But for companies and service bureaus where dedicated scan operators capture large batches of incoming documents, PaperVision Capture is a robust, easy-to-use, yet affordable platform.

## Strengths

- Complete selection of modules cover the full range of capture needs and let each organization tailor a solution to its unique requirements
- Available Forms Magic module uses AI to parse and process documents
- Custom workflows, batch-processing of similar jobs and automatic batch splitting enhance productivity
- Unique batch-prioritization feature helps operators see and act on higher-priority jobs first
- Quality-control and index-verification features help ensure data accuracy
- Statistics/analytics features let managers track productivity and identify bottlenecks
- License-based pricing can be more affordable than competitors’ scanner-speed or scan-volume cost models
- Supports any certified ISIS or TWAIN scanner
- Streamlined user interfaces for administrator and operator consoles while scanning to a centralized database from remote locations
- Excellent extensibility with custom code support throughout
- Available Business Rules simplify processing for specific tasks such as accounts payable or healthcare claims processing
- Wide range of optional connectors available for integration with SharePoint and other ECM platforms

## Weaknesses

- Limited native redaction function
- Available only in English
- Full functionality requires licensing of several modules

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## Product Profile

**Versions** Digitech PaperVision Capture is a front-end capture/route solution made up of integrated modules that can meet varying needs. Typically, PaperVision Capture is used in conjunction with the PaperVision Enterprise or ImageSilo ECM platforms.

**Pricing** PaperVision Capture is priced on a named- or concurrent-license basis. Optionally, users may choose from a variety of click-based licenses as well. The price for a typical deployment is \$3,097, which includes two named licenses with the Scan and Index modules on a single workstation for unlimited scan volumes. Optional modules are priced separately. Maintenance and support are included for the first year, and are priced on an annual subscription basis thereafter.

**Users** The solution can scale to support any number of users.

**Server** Processor not older than 4 years; 8 GB RAM; 1.75-GB hard drive space; Microsoft Windows Server 2008 (SP2), Server 2008 R2 (SP1), Server 2012, Server 2012 R2; Microsoft SQL Server 2008 or later (Microsoft SQL Server Express included on distribution media).

**Client** Processor not older than 4 years; 4-GB RAM; 1.75-GB hard drive space; Microsoft Windows Server 2008 (SP2), Server 2008 R2 (SP1), Windows 7 (SP1), Windows 8, Windows 8.1, Windows 10

**Compatible Hardware** All certified ISIS- and TWAIN-compliant scanners

**Software Integration** The solution integrates with Kofax VRS. It can export processed data to any application that supports its output formats, which include PDF, Microsoft Office, and XML. Documents may also be sent to Microsoft SharePoint, SharePoint Online, and Microsoft Office out of the box. Organizations can also employ Digitech Systems- and third-party-developed optional connectors for many popular back-end and line-of-business applications such as Laserfische and HyLand OnBase.

**Mobile Compatibility** Not applicable

**Availability** Worldwide

**Languages Supported** English

## Features & Productivity

PaperVision Capture has all of the features expected of a capture/route platform, plus some unique productivity-enhancing features. The solution is a collection of modules.

### BATCH CAPTURE

### FULL-TEXT INDEXING

### TEXT-TO-SPEECH

### IMAGE PROCESSING

### ZONAL & FULL-TEXT OCR

### HANDWRITING RECOGNITION

### 1D AND 2D BARCODE RECOGNITION

### QUALITY CONTROL

### AI-POWERED FORMS PROCESSING

### AP BUSINESS RULES

### ANSI 837 PROCESSING

- PaperVision Capture lets scan operators take source documents in just about any format, extract the vital information, and make the data accessible to others in an organization. Whether it is purchase orders, contracts, or reader response cards, PaperVision Capture excels at automating the steps that can be automated, while speeding the processing of information that requires operator attention. It allows secure integration of remote offices, and has sophisticated features that help level workloads for both employees and machines.
- Digitech Systems offers the PaperVision Capture platform as a set of modules so that customers can purchase just those functions that are needed. Typical installations start with the Scan and Index modules, and then add others such as 2D Barcode, OCR, or Image Processing functions. Available modules include:
  - **PaperVision Capture Scan:** Scan and import documents into batches
  - **PaperVision Capture Index:** Hand-key index value population, match and merge, and validation within batches
  - **PaperVision Capture Image Processing:** Color and bi-tonal image processing to perform image manipulation and cleanup; also enables automatic page deletion based on criteria such as page dimensions, color content, and blank pages
  - **PaperVision Capture Barcode 1D:** One-dimensional barcode recognition for index value population and document break insertion; recognition can be performed as images are captured or as a separate automated process
  - **PaperVision Capture Barcode 2D:** Two-dimensional barcode recognition for index value population and document break insertion; recognition can be performed as images are captured or as a separate automated process

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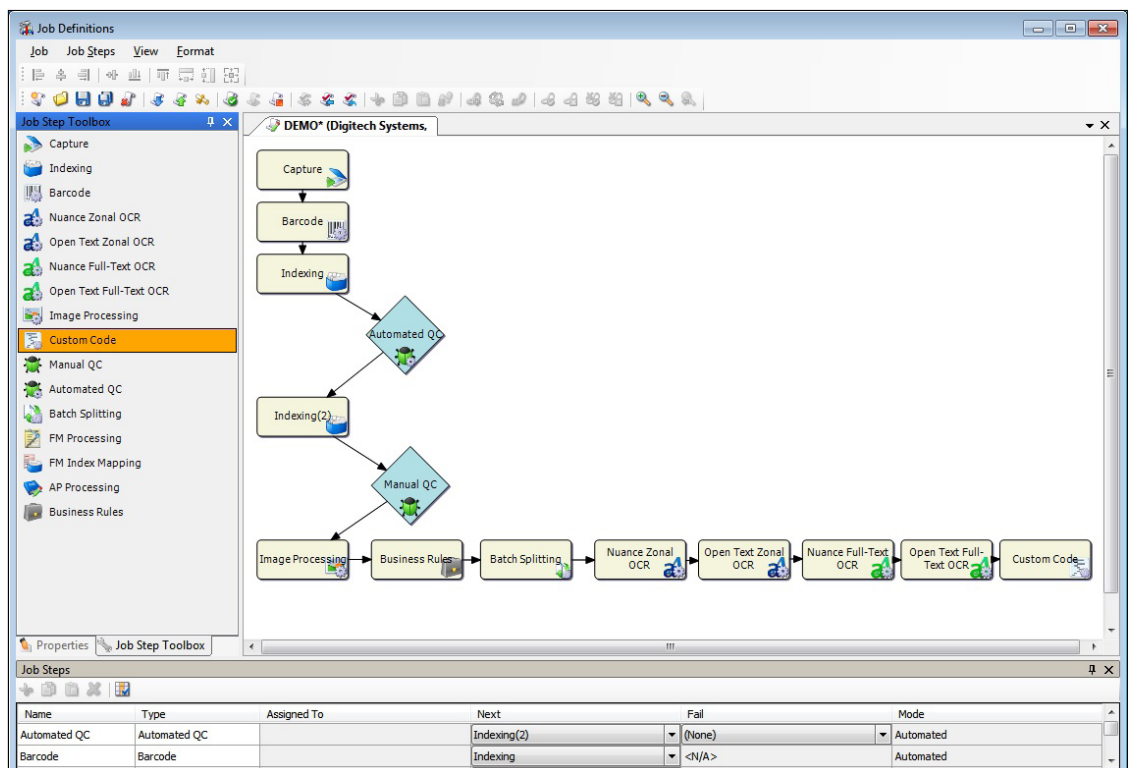
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- Of particular note is PaperVision Forms Magic, which employs AI techniques to sort documents and extract pertinent data to eliminate the labor usually associated with sorting and extraction. The technology does not rely on OCR alone to recognize documents and data, instead examining each document in seven different dimensions to ascertain what the document is, where the pertinent data resides and how the document should be processed.
- PaperVision Capture has robust and sophisticated workflow management capabilities. The source information can come directly from any certified ISIS- or TWAIN-scanner, or it can automatically import image files. Notably, the Allow Advanced PDF Import feature lets users import complex PDF files (which are becoming increasingly common) without having to change the configuration file directly.



In PaperVision Capture, job workflows can be constructed via an intuitive drag-and-drop flowchart designer.

- The AP Business Rules are manual steps that can be added to a workflow to allow users to match invoices entered into PaperVision Capture with Purchase Order line items that are stored in an external Microsoft SQL or Access database.
- The Merge Like Documents rule merges multiple documents that contain the same index field values into a single document.
- The Purchase Order Validation rule checks each line item value against an external data source and tags any document where a match was not found.

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- The Field Splitting rule splits a single index field into multiple fields based on a set of delimiters (such as a character, word, or multiple words) that a user can specify.
- The HIPAA 837 rule inputs and generates medical professional claim data into the approved HIPAA 837P EDI ANSI transaction file.
- The Capture Detail rule can be used to verify that certain detail fields have been populated in a batch before the batch continues on to further processing (including exports). If a field is missing, the document can be tagged for further review. This rule can also be configured so that if a detail set contains a specific value, the entire set will not be processed by this rule.

### Capture Index

- This rule can be used to verify that specific index fields meet the following criteria:
  - **Date Range** – verifies that a value in the “To” field is greater than a value in the “From” field
  - **Match Field Value** – can be used to verify the contents of one index field with another index field either in PaperVision Capture or from an external source, including Microsoft SQL Server and Access databases
  - **Missing Field Value** – can be used to verify that a specific index field is not left blank
  - **NPI (National Provider Identifier) Check** – this rule can be used to verify the contents of an index field match the NPI number assigned to a health care facility (doctor, hospital and so on)
- The administrator can create job definitions that guide the process after the capture step is complete. This can include manual or automated indexing of the documents, OCR processing (both Nuance and OpenText recognition engines are offered), barcode reading, image processing and extensive quality control (QC). Job steps can be assigned to specific individuals or to defined groups of operators. The workflow can branch based on the results of a step; a document that fails a QC step can be routed for further manual processing by an operator.
- The Image Processing module can work with BMP, TIF or JPG files, and comes with a wide range of filters that can be applied to a defined zone or to the entire page. These processes range from removing noise or watermarks, to cropping the image, to detecting and changing colors.
- There is a Color Adjustments filter that provides complex contrast, brightness and tone adjustments to an image if desired; a Color Filter option will look at every page of a document for color content to determine if the page should be processed as a black-and-white color.
- The developers have also added a Scaling filter, which provides scaling capability for grayscale and color images, as well as the ability to change the resolution of an image.

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- It is easy to configure a job so that an image processing filter is only applied to specific pages in a document; for example, the first page might be rotated clockwise by 90 degrees, but the remaining pages are left unchanged.
- Indexing can be automated by using OCR or barcode data, or it can be based on data keyed by an operator.
- Zoned zoom features make it easy to locate text or barcode information in a specific location on a document page for automated processing, and to make it easier for operators to find and read text data.
- PaperVision Capture has a wide range of features that ensure the integrity of the data. For example, operators can be required to blind rekey index data; if the two entries do not match, the document is flagged for further attention.
- The program includes a non-repudiation feature for the source image that detects if the original is altered in any way.
- Documents can be processed to have one-to-many index values, such as with individual order detail lines on a purchase order.
- The barcode modules can read 2D or 1D formats. The six 2D formats supported are DataMatrix, PDF417, QR Code, Royal Post, Australian Post, and Intelligent Mail. The 1D module supports 20 formats, including EAN, Postnet, and UPC varieties.
- Multiple zones can be defined to locate barcodes on a page, and the information can be used to populate an index or to automatically create document breaks. Custom code permits a wide-range of other uses for the barcode data.
- The program can connect to data sources from remote locations, and operators can be on remote networks; the data can be encrypted and kept secure during all steps of the processing.
- Each job step is assigned a priority level which can automatically level workloads for individual operators and make sure that a batch is processed making the most efficient use possible of available resources. Administrators can also adjust priorities on the fly so that rush batches can be processed ahead of other documents.
- After processing, captured data can be delivered to a Microsoft SQL Server database (a copy of SQL Server Express Edition is included on the installation media) and/or exported to more than 30 different formats, including XML, Microsoft Word, and PDF files. Scripts are included for many common formats, but optional scripts and custom code make it possible to send output to any format desired.
- By default, PaperVision Capture provides an export for Microsoft SharePoint (both on-premises and SharePoint Online); a wide range of other third-party connectors are available to integrate the program's output with other software platforms.
- PaperVision Capture offers extensive quality-control and statistics/analytics features to let managers track productivity and identify bottlenecks.

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- The optional PaperVision Capture QC module supports the tagging of batches, documents, pages or even individual index-field values for closer scrutiny; moreover, images and index values can be required to meet specified parameters.
- An Auto Play feature “plays back” the captured image for a second look, even if the original document is no longer readily available.
- Operator productivity can be tracked with the solution’s native templates and custom reports.
- Beyond the essential capture/processing/routing abilities, PaperVision Capture stands out for its productivity-enhancing features. For example, the program allows the administrator to build in all the batch decisions at the time that the job is defined. This means that image processing steps (including page rotation), document breaks based on content and other tasks can happen automatically without requiring the operator to make these decisions manually during the capture process.
- Perhaps most impressive is PaperVision Capture’s Batch Priority feature. A priority value appears in the first column of the Operator Console for a user’s jobs. The system calculates an awaiting job’s priority based on values in four key metrics: job age (based on the number of minutes since the batch arrived), job step age (based on how long a job has been “stuck” at a given step in the process), job step priority (certain steps, such as final QA check, can be given a higher priority value), and administrative priority (a value assigned that can impact the job’s overall priority ranking; for example, jobs for a certain client or of a particular type can be assigned a value that will raise the batch’s overall priority level). This automated priority system gives organizations very granular control over the order in which jobs are processed by operators without requiring a manager to manually rank each one or tell an operator which batches are the higher-priority jobs.
- Batch Splitting allows users to split batches into different steps or jobs to process documents as needed based on user-defined conditions. Conditions can be configured based on index field values, metadata fields, or content types.
- The platform’s Business Rules engine can help ensure data accuracy and integrity. For example, a rule can be set to check if the totals on a Purchase Order and subsequent Invoice match, and flag the documents if they do not.

## SOFTWARE INTEGRATION

- PaperVision Capture offers excellent integration with other software platforms. Processed data can be exported to any application that supports its output formats, which include PDF, Microsoft Office and XML.
- The program supports sending documents to Microsoft SharePoint and SharePoint Online out of the box. Optional connectors (some from Digitech Systems, some from third parties) are available for many popular back-end and line-of-business applications, including Laserfiche and Hyland OnBase.

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- If a connector is not available for a specific application, the integration of custom code makes it possible to create a connector, even for proprietary programs with unique file format requirements.
- The Administration Console documentation includes a section on how to use the custom code generators to create export scripts for ASCII output, Laserfiche, XML and other formats. The Digitech Systems' API is also accessible from within the program's script editor. The program comes with a library of code samples that can be used to build custom scripts. The documentation includes extensive descriptions and examples of the API functions.
- Professional services, such as custom code development, are also available from Digitech Systems PaperVision Capture resellers, and third-party developers for projects that customers choose not to handle in house.

## VERTICAL MARKET SUITABILITY

PaperVision Capture includes a range of features that make it suitable for particular vertical markets.

- PaperVision Capture's robust batch-capture and quality-control features, coupled with its no-nonsense price structure, make it ideal for organizations such as accounts payable, schools, healthcare providers, government agencies, service bureaus and the like tasked with processing large volumes of documents.
- The flexible architecture—which can be deployed in a central or distributed environment—along with its modular design makes it a perfect solution for growing organizations. It enables them to add features and functionality as needed and doesn't limit their options when considering expansion to more than one location.
- The optional Forms Magic module, which uses artificial intelligence to classify documents and extract information, is ideal for any vertical (such as accounts payable, healthcare, education, finance and government) that relies heavily on structured documents.
- The AP (Accounts Payable) Business Rules make PaperVision Capture a fine choice for accounting firms and large departments. This rule includes an option to verify specific detail line items included in an invoice (such as shipping costs, sales tax and so on) against the total amount of an invoice. If the line-item charges don't equal the invoice total, a document can be tagged for further review. Another option available with this rule gives a user the ability to verify that each line item within an invoice was calculated correctly (by automatically verifying that the Quantity multiplied by the Unit Price does indeed equal the total amount charged for that line item). Users can also account for any taxable items as well as include any line item discounts in the verification process.
- The available ANSI 837 Processing module enables a point-and-click interface for processing ANSI 837 output common in Medicare billing.

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## USABILITY

Despite its power and flexibility, PaperVision Capture is easy to use for those familiar with a dedicated scan-capture program. Those new to capture products will need some degree of training, but the automated features built into the system help to minimize user intervention.

- The operator's window has just two regions: Batches Waiting and Batches Owned. If there are any batches that have been created that the operator is authorized to process, they will show up in the top region. The operator can then choose to "Take" a batch and open it for processing. Once an operator has taken a batch, it will show up in the list in the bottom region.

Priority	Batch Name	Operator Provided Date	Batch Description	Job Step Name	Job Step Type	Job Name	Batch Id	Batch Created Date	# Docs	# Pages
0	SECOND BATCH	07/15/11 06:...		Capture	Capture	DEMO	2	07/15/11 06:...	0	0

Priority	Batch Name	Operator Provided Date	Batch Description	Job Step Name	Job Step Type	Job Name	Batch Id	Batch Created Date
0	FIRST BATCH	07/15/11 06:35:21		Capture	Capture	DEMO	1	07/15/11 06:35:26

The Operator Console shows the user's pending batches and the pertinent information relating to those batches, such as the step the job is in, the number of documents in the batch, and the number of pages.

- The top menu line has a File command that lets an operator create a new batch or retransmit an existing batch without duplicating data. Starting a new batch will present the operator with a choice of sources for the documents: either installed scanners or image file locations. After documents have been added to a batch, it can either be submitted as incomplete—waiting for additional

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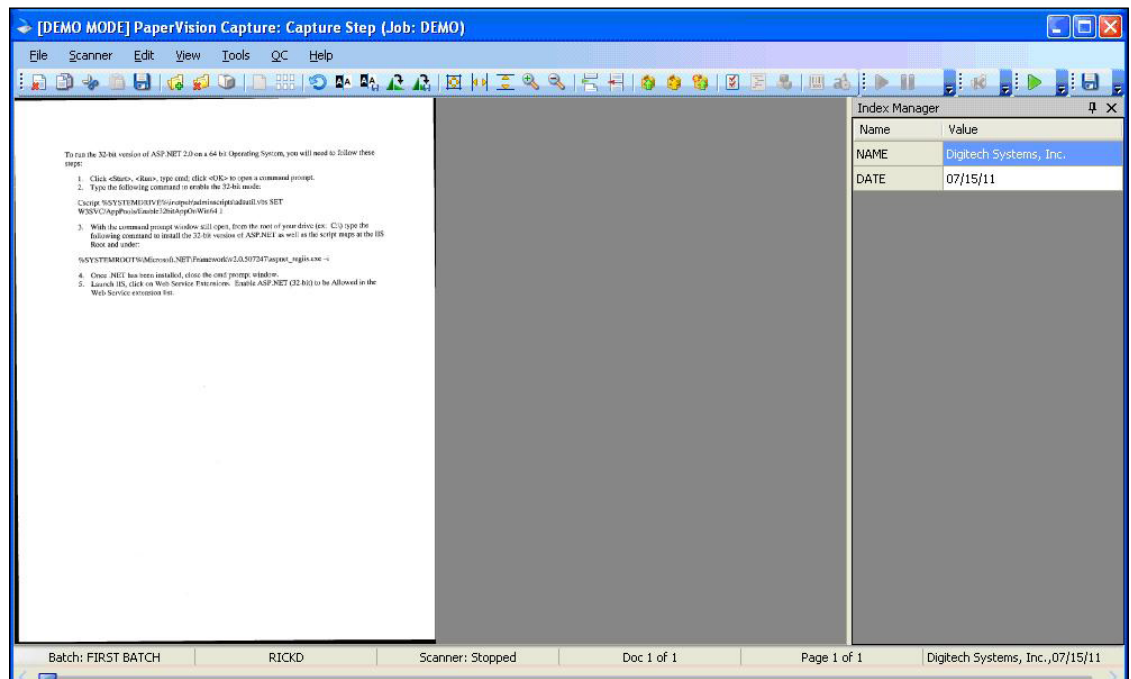
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documents to be added—or as complete and ready for processing. The top menu commands are also available as icons on a toolbar below the menu line.

- Processing follows the steps as defined in the Job. This means that the data is sent for automated processing for those steps that are handled by a computer. If a step requires operator intervention, then it will appear on a list of available batches.
- An operator will only see those batches that are available for tasks that have been assigned to that operator (or that operator's group). The operator can then take possession of the batch and work on it. This locks the batch until the operator submits it as complete or releases as incomplete or closes the batch and removes ownership.
- If an operator has a batch open and leaves it idle for a predefined period (as configured by the administrator), the session can be released automatically so that the license does not get locked up, waiting for the operator to return.
- Zoom regions can provide a close-up view of a location on the document. For example, an Index step might have a zoom region for the invoice number location. The enlarged image will make it easier for the operator to read the number and enter it correctly.



The Operator Console shows a document preview so users can quality-control steps, such as data verification.

- It is also possible to define a task so that documents in the batch advance automatically, as would be the case when an operator is verifying keyed entries against the original image, which can speed processing. This careful control over what the operators see and when they see it means that training requirements are greatly reduced.

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- The system of priority levels can be used to level workloads among operators and has the ability to give remote operators access to data. This means that staff in other locations can be used to process data so that the most important jobs are done first.
- The pre-caching feature allows specific or user-defined pages (such as the first page) of a document to be released to the operator while the rest of the batch is still being downloaded. This means that the operator does not have to wait for the entire document to load before starting the next step, which can save time.
- When processing forms, the scan operator can set parameters (to indicate a recognition zone for multi-line or variable-length invoice line items, for example) via simple point-and-click actions. Even advanced parameters, such as instructing the system to ignore subsequent headers and footers on multi-page invoices, can be accomplished without use of custom code. For example, multi-page invoice settings can capture header information from the first page, but will pull line item details from any page of the invoice on which they appear.
- While the Operator Console is easy to master, some past experience with dedicated capture programs and concepts would be ideal to get up and running. That said, the exhaustive 113-page User Guide assumes no prior familiarity with programs of this kind. It clearly explains the terms used in PaperVision Capture (Batch, Detail Sets, Document, Index and so on) and then details each task an operator would need to perform, from batch creation and capture to indexing and quality control. Non-technical staff should be able to navigate most of the content without any trouble, and as with the Administration Console, in-program help is available at all times.

## IT ADMIN & SECURITY

### INSTALLATION / CONFIGURATION

- The PaperVision Capture software is typically installed and configured by the reseller.
- The distribution media includes copies of Microsoft .NET Framework, Microsoft Windows Installer, and Microsoft SQL Server Express Edition if other versions of those programs are not already available on the customer's system. The operator program is also simple and straightforward to install.
- The system makes it simple to use a scanner as an input device when creating batches of documents for processing. The administrator does not need to do anything in the way of configuration or software installation. Instead, the operator can choose the input source at the time of the batch creation, and any certified ISIS or TWAIN scanner that is installed on the operator's instance of Windows will be available to PaperVision Capture.

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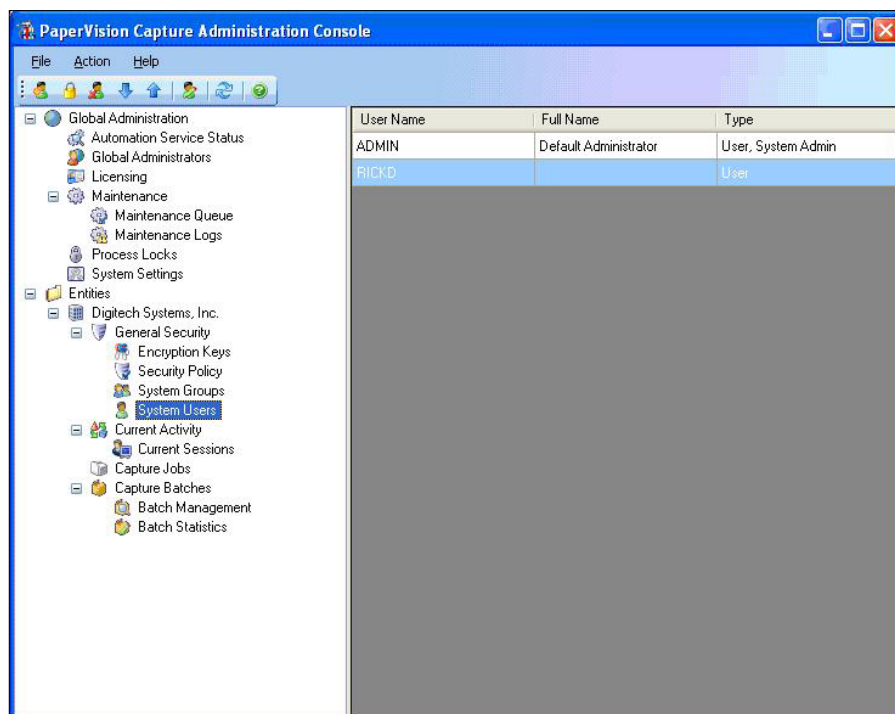
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## ONGOING ADMINISTRATION

- The Administration Console uses a familiar Windows hierarchical interface along the left hand pane of the window to make it easy to access all the different features without being swamped in menus and choices. The top level sections are Global Administration and Entities. The fact that all these choices are available all the time, with an outline structure that can be collapsed or expanded, means that the administrator can accomplish all management tasks without leaving the one program.
- The Global Administration section covers tasks such as system status, license management, maintenance, process lock monitoring and system operations.
- The Entities section allows the administrator to define multiple separate units within the system. This is useful if an enterprise wants to keep jobs and data separate for different companies, divisions, or departments. Within each entity, the administrator can configure and monitor security settings, job definitions and the status of batches.
- The right hand pane of the program window displays data for that specific task. In the case of a report or log, the administrator typically can just double-click on a data line to open a new window that will provide more detail or permit configuration changes.



The Administration Console is easy to navigate, with a familiar Windows hierarchical tree on the left and a large working pane on the right.

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- The system records a broad range of statistics about every aspect of batch processing. For example, it records the number of characters saved, the number of documents indexed, and the number of pages scanned or rescanned. It tracks how much time was spent in each aspect of the job steps, as well as the total time spent on a step and how long the batch was taken by an operator for that step. This data can be sliced and diced any way you want: by job, by batch, by operator, or by step. All the data is stored in the application's SQL database, so with proper access, you can draw the data directly into Excel or use any database report writer to create reports that present the data the way you want.
- The job definition interface is different. The administrator can drag and drop one of the different task types from the left pane's list to create a graphic map of the workflow in the right pane. For each step, the left hand pane can be expanded to show a long list of configuration choices. All settings are filled in by default, eliminating the need to tediously fill in the blanks for routing steps. However, just about every aspect of a step can be configured. Most use drop-down lists or simple data entry fields (such as True/False), but they also permit the insertion of custom code if needed. For example, in creating an Index step, click on the ellipses after the "Assigned" line to open a window listing the different users and groups. You can then use the checkboxes to control which operators will be given access to this step.
- A job definition can make provisions for some limited logic branching. For example, if a document fails an automated range test for a field, the workflow could divert that batch to a job step that requires operator intervention to verify the field data by looking at the original scan image. Other fields have drop-down lists that can be as simple as True/False, as is the case with the Operator Permissions fields. You can quickly assign whether operators will be allowed to add or delete documents, copy or move pages or import images.
- A job can be cloned to create a new job that can then be modified to meet different needs. For example, one could create a simple version of a common workflow and then use this as a template for more detailed versions as required.
- Job workflows can be constructed via an intuitive drag-and-drop flowchart designer.
- The platform also includes the PaperVision Capture Automation Service, a Microsoft Windows service that performs automated tasks and batch processing at specified time intervals. Automated tasks can include one-time operations, such as updating a specific job step; or ongoing actions, such as automatically processing jobs in a particular folder or deleting documents based on a defined schedule (so, for example, a scanning service bureau won't wind up with patients' medical records on its servers longer than is required, which would be a violation of HIPAA requirements).

## Security

Digitech Systems has a strong set of security features, including very granular permissions settings, standard redaction and encryption.

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- All data can be protected using 256-bit AES encryption. In addition, the non-repudiation feature guards against any tampering or modification of the source images.
- The program does support redaction, but only for defined regions of a document page. There is not a feature that redacts based on the text content of the document, such as searching for a specific list of strings or data type (such as a Social Security number), but this can be achieved using custom code to process text produced by OCR. Custom redaction scripts are available as an option from Digitech Systems or through third parties, including some of the company's resellers.
- Administrator and operator access can be controlled using passwords. In addition, the fact that the administrator assigns access to operators for specific steps in a job definition means that an individual only sees that data which he or she is authorized to see, and is limited to the data that can be entered or altered.
- For added document security and integrity, administrators can configure the application so that users log in through a gateway server to work on their assigned batches instead of having direct database access. In this setup, users do not require read/write security access to network files and folders, so they are prevented from accidentally adding or deleting data in a corporate file structure.

## SUPPORT & TRAINING

The documentation included with PaperVision Capture is thorough and extensive.

- In addition to an Installation Guide, the company also provides a searchable, hyperlinked PDF Administration Guide—a whopping 649 pages. Both are structured in typical “engineer style,” starting with the first item in the first menu, and working straight through to the last item on the last menu. The result is a well-organized outline that makes it easy to jump right to the desired topic. In-program help is available at all times in the Administrator Console, and provides the same content as the PDF manuals.
- Resellers typically have their own support contract with their customers, though as long as the maintenance license is current (included for one year with initial purchase), Digitech Systems will also provide customers with free telephone support. (Telephone support without a maintenance contract is available at \$150 per hour.) Telephone support is available 9 a.m. to 7 p.m. Eastern time, Monday through Friday. Note that this is a narrower range of hours than some ISVs offer, since it is typical to cover the west coast until 5 p.m. Pacific time.
- When BLI technicians called the support line at various times, the toll-free line was answered by an automated attendant. When the choice for technical support was entered, a live technician answered promptly, generally on the first ring.

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- Digitech Systems has an online knowledgebase available on its website and customers can ask for a password for access to a limited portion of the support site intended for resellers. Digitech Systems also provides support through email and an online query form.
- Resellers also generally handle training at the reseller or customer site, and may even contract with Digitech Systems for the training. The training materials are standard at the reseller training level and customized for each customer level. With their reseller's approval, customers can also arrange with Digitech Systems for custom on-site training for a fee. They provide customers with a syllabus of topics and then build a course to suit the individual customer's needs.

## VALUE

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Digitech Systems prices PaperVision Capture on a named- or concurrent-user license basis, and modules are offered à la carte. This allows an organization to custom-tailor a solution that fits its needs, without paying for functionality that will never be used. According to the company, a typical entry-level configuration is priced at \$3,097 and includes Capture and Index module licenses (which also deliver an extensive collection of scripts and filters) for two users and one scanning station for an unlimited number of scans. The license price includes a year of maintenance. After the first year, a maintenance and support agreement is priced on an annual subscription basis based on the modules deployed.

This straightforward pricing model stands in stark contrast to those of most other leading capture vendors, which price their systems on a scan-volume basis (either based on the nominal speed of the attached scanner, or on the actual number of pages scanned). Indeed, the pricing for PaperVision Capture does not penalize forward-looking customers that purchase a high-volume scanner in anticipation of future growth and it avoids unpredictable “peaks and valleys” in capture costs that can be difficult for an organization to budget for.

Notably, the Forms Magic module can help lower the cost of deployment compared to other capture platforms since the AI technology can handle automatically what would typically require custom coding under a professional services engagement. And that's not even addressing the harder-to-quantify cost savings in labor thanks to the automated sorting and data extraction.

That said, it should be noted that there are other packages that take an “all-inclusive” approach to pricing (such as the inclusion of dozens of homegrown custom integrations) that could offer a better value for installations that need to connect to multiple line-of-business applications.

Annual maintenance agreements are priced at 20 percent of the total suggested retail price of the system, which is typical for this class of software.

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