Introducing eFLOW

Enterprise Content Management Platform

Product Overview
White Paper

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www.DATAMARK.net
The Challenge of Enterprise Content Management

Documents arrive every day, by the hundreds or the thousands, in paper or electronic form: Letters, claims, invoices, purchase orders, digital images, and more.

The task of capturing, delivering, managing and preserving high volumes of inbound information—known formally as Enterprise Content Management (ECM)—has become increasingly complex and expensive for large organizations.

Because of this, the management of inbound documents, information and other back-office processes is often turned over to an experienced business services provider. This outsourcing strategy delivers two major benefits:

- The provider removes wasteful steps from the workflow and introduces automation technologies to drive cost out of the process. Quality and turnaround time improve, and operating expenses decrease significantly.
- With content management in the hands of an expert, a company can focus its time, energy and resources on core business. The day-to-day management of information is no longer a headache or distraction.

As a leading provider of global business services, DATAMARK provides customers with the best strategies, methods and tools available for ECM. To this end, DATAMARK surveyed the worldwide market for a high-performance ECM platform that would be effective for business processes across all industries.

After extensive research and testing, DATAMARK determined the eFLOW ECM platform, developed by Top Image Systems, would best meet these requirements. In September 2012, DATAMARK announced a strategic partnership with Top Image Systems and U.S.-based reseller TransCentra to provide the eFLOW ECM solution to DATAMARK customers.

eFLOW Platform Overview

eFLOW is a modular solution based on one platform. eFLOW is powered by three intelligent document classification and data capture modules, which can be used individually or together in a workflow:

- **eFLOW Smart**: Captures, recognizes, understands and intelligently classifies all unstructured documents from any source.
- **eFLOW Freedom**: Handles semi-structured documents such as supplier invoices, purchase orders, shipping documents and checks.
- **eFLOW Integra**: Manages the input from multiple sources such as applications, surveys, claims and forms. It also handles faxes, image files and microfiche. It simplifies and speeds up the data capture process from structured forms.
Business Processes Benefit from eFLOW

eFLOW Smart, Freedom and Integra modules are the technology behind eFLOW’s key focus areas, which address essential business processes across all industries. They include:

- **Digital Mailroom** - eFLOW has been used worldwide for high-volume and complex mailroom automation projects in large enterprises. The solution allows all channels of information to be unified in one platform, combined into a single workflow, with all incoming mail digitized for downstream business systems.

- **Purchase-to-Payment (P2P)** – With eFLOW, accounts payable and purchasing departments benefit from a completely streamlined process, from order to payment. Automation provides data of the highest accuracy and reduces manual entry tasks, improving the productivity of your staff. Integration with financial workflows and ERP systems such as SAP, Oracle, JD Edwards, Microsoft Dynamics and Sage, as well as various financial and purchasing systems further improves the efficiency of your P2P cycle.

- **Sales and Purchase Orders** - eFLOW gives your sales department ultimate control in processing sales and purchase orders quickly, efficiently and correctly—providing more time to generate revenue and improve customer satisfaction and retention.

- **Forms Classification** – eFLOW automatically extracts information from all types of forms in any format—paper, fax, internet, email, XML and digital images—and transfers the information to any enterprise system.

The eFLOW platform automatically classifies and extracts data of any kind, from any source. eFLOW uses advanced classification technology and multiple recognition engines (OCR/ICR/OMR) with different voting methods to attain data of the highest accuracy. Information and documents are distributed in any company-wide standard.
A Cross-Industry Solution

The eFLOW platform is used across a wide range of vertical markets in both the private and public sectors. Any organization that faces challenges in dealing with high volumes of documents and decision-making can apply the eFLOW solution to gain a remarkable improvement in business process efficiency while greatly reducing operating costs.

Industries using the eFLOW solution include:

- Government Departments and Statistical Offices
- Banking
- Finance
- Insurance
- Health Care
- Energy and Utilities
- Transportation and Logistics
- Postal Services
- Retail and Manufacturing

Top worldwide companies using eFLOW for business processes include:

Enterprise Benefits

Using eFLOW to deliver automated intelligent character recognition, classification and data capture delivers numerous benefits to your organization, including:

- **Increased information-handling efficiency**—Capturing data up to 80% faster, cutting your operating costs and making it far easier to manage information.
- **Upgraded business process capabilities**—Improving your ability to handle the business processes involved with invoices, purchase orders, forms and mailroom classification. eFLOW simplifies your business processes through one platform technology.
- **Minimized risk**—eFLOW enables better transparency and accountability. Rapid data archiving and retrieval gives you superior control of information through its entire lifecycle, so that nothing "gets lost."
- **Compliance**—With eFLOW all data is managed and stored to facilitate compliance with internal policies, industry regulations and legal requirements.
- **Empowered employees**—With the workflow and process improvements, employees work more efficiently and focus on valuable tasks. They also benefit from access to the right content, on time and from all areas of the business.
- **Improved communications**—For both internal and external audiences, using web-based archive and workflow functionality. Employees can easily cooperate and better communicate with customers, partners and suppliers as well as with other employees.
- **Improved agility and innovation**—With eFLOW, companies are able to adapt quickly and easily to any changes, without draining existing resources. Further, by removing manual tasks, staff have time available for more creative tasks and to help keep your company ahead of your competitors.
Partnering to Deliver eFLOW to DATAMARK Customers

DATAMARK, Top Image Systems, Ltd. and TransCentra and have entered into a strategic partnership agreement to offer eFLOW to DATAMARK customers.

TransCentra, a certified Top Image Systems value-added reseller, is providing implementation, advisory and technical support as part of the agreement.

Contact DATAMARK to learn more about the eFLOW ECM solution, and how it can improve the quality, efficiency and cost-effectiveness of your business processes.

About Top Image Systems

Top Image Systems™ (TIS™) Ltd. (NASDAQ: TISA) is a leading innovator of enterprise solutions for managing and validating content entering organizations from various sources. Whether originating from mobile, electronic, paper or other sources, TIS solutions deliver content across enterprise applications. TIS’ eFLOW platform is a common platform for the company’s solutions, which are marketed in more than 40 countries through a multi-tier network of distributors, system integrators, value-added resellers and strategic partners. For more information, visit www.topimagesystems.com.

About TransCentra:

Norcross, Ga.-based TransCentra is America’s largest outsourced remittance processor, one of the largest outsourced billers and a top provider of imaging and payment processing platforms and software. An industry leader in innovative multichannel billing and payment solutions, TransCentra is trusted by many of the largest and most recognized names in both the consumer and business-to-business markets across a variety of industries, including financial services, insurance, healthcare, utilities and telecommunications. For more information, www.transcentra.com.

About DATAMARK

DATAMARK™, Inc. is a leading provider of digital mailroom management, data entry, document processing and business process re-engineering solutions for Fortune 500 companies, government agencies and other large organizations.

Founded in 1989, DATAMARK is the strategic business process outsourcing partner for Top 10 companies across several industry sectors, including transportation and logistics, healthcare, insurance, banking and financial services. With onshore and offshore centers, DATAMARK delivers process optimization, technology and Enterprise Content Management solutions to help organizations achieve efficiency and profitability in all back-office business functions.

For more information on how eFLOW and DATAMARK’s other business processing solutions can reduce operating costs while improving efficiency, flexibility, and customer satisfaction, call 800-477-1944 or email info@DATAMARK.net.

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