

## Cardiff TELEform®

### **Reduce Manual Data Entry**

#### **Cardiff TELEform - Automated Capture for Forms and Documents**

Establishing strategic competitive advantage is critical in today's digital economy. However, most businesses continue to process almost 80% of their documents and forms manually. Such human intervention in business critical processes is time-consuming, expensive and increases the probability of errors — all are factors that increase the cost of doing business, while reducing efficiency and effectiveness.

Cardiff TELEform® enables businesses and government organizations to quickly and easily capture and convert paper-based and electronic forms into digital data that can be used departmentally or throughout the enterprise.

A versatile and comprehensive software solution, TELEform is designed to accommodate even the most demanding business needs. TELEform is the only solution capable of managing both paper and electronic-based forms — leveraging existing investments in technology and scaling with ever-growing business process requirements.

TELEform offers a proven solution that dramatically reduces operating costs associated with manual data entry, increases operating efficiency and provides an on-ramp for Web-based content and document management systems.



### **Generating Real Business Value with Cardiff TELEform**

Automation of data and document capture offers a rapid return on investment that creates a strategic competitive advantage.

- **Reduces manual data entry costs by up to 90%** - Frees up resources for other more critical projects.
- **Improves processing time by 500% or greater** - Enables your staff to be more productive.
- **Increases data quality** - Automatically cleans and confirms data with business-rules processing and database validation.
- **Accelerates delivery of data and documents to your system** - Allows for efficient storage and data access.
- **Leverages current system investments** - Enables easy integration with existing applications and databases.

Accuracy, speed, scalability and versatility make TELEform the single answer for all your high-volume document capture, data collection and information processing needs.

# Information Capture System

## Cardiff TELEform - Flexible, High-Volume Information Capture

Collecting, validating and storing information is a monumental task for businesses that don't have the proper tools required to succeed. TELEform enables enterprise and government organizations to quickly capture, extract, verify, process and index large quantities of information using production-level scanners, fax servers and the Internet. TELEform automatically sends clean data, documents and attachments to multiple archive and retrieval systems. Built-in and custom XML Connect Agents allow for round-trip data flow and easy integration with enterprise systems. Cardiff offers two solutions to meet the needs of your business:

### Cardiff TELEform Enterprise - A Scalable, Network Solution

Designed specifically to meet the demands of distributed high-volume form and document capture environments.

### Cardiff TELEform Elite - A Departmental, Work Station Solution

Designed specifically to meet the needs of project-oriented requirements.

## A Complete Paper and Electronic Solution

TELEform is the only information capture solution that easily processes paper, PDF and HTML forms and documents via scan, fax, email or the Internet. TELEform also includes AutoMerge Publisher for pre-filling forms and custom response documents and delivering them automatically via fax, print or email.

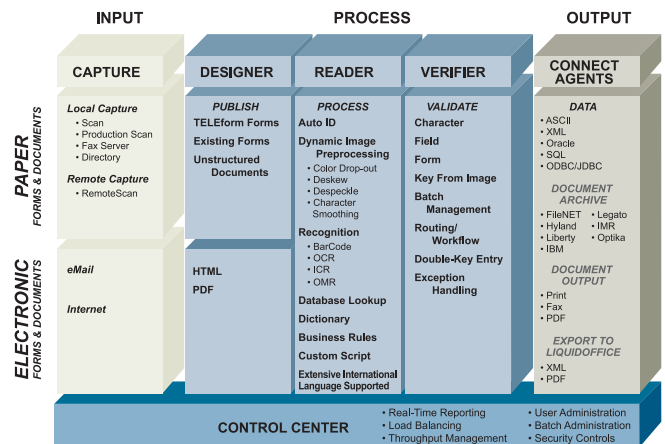
### Remote Productivity (Enterprise only)

TELEform Remote Capture Option gives organizations the power and flexibility to scan forms and documents at remote locations worldwide for collection into a central TELEform system for processing anytime, anywhere. Organizations running Citrix® can also add remote verification and form design to create a completely remote operating environment. In addition, connectivity with Cardiff LiquidOffice™ enables Web-based routing, lightweight indexing and verification from a standard Web browser.

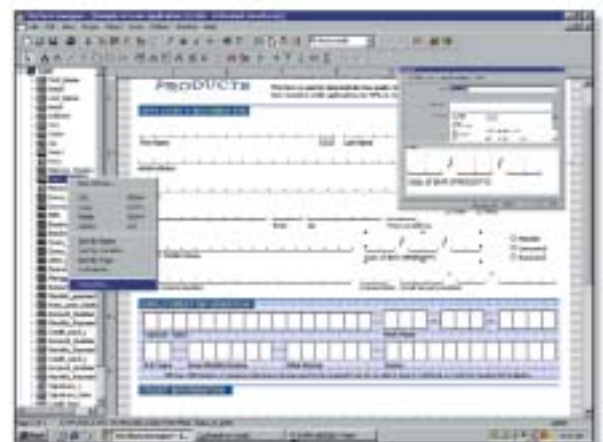
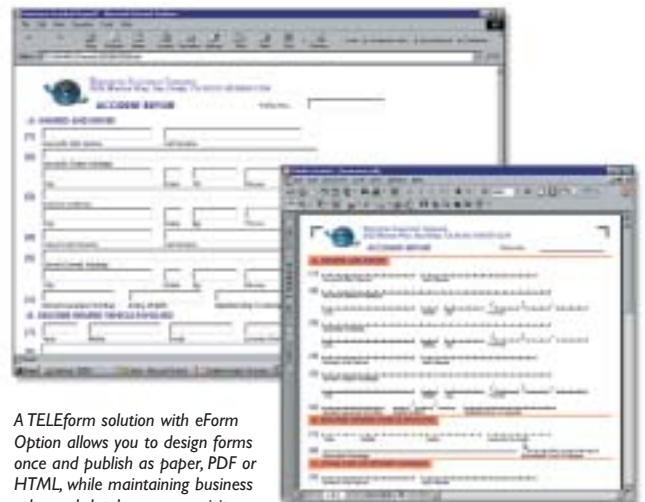
### Point-and-Click Form Creation

TELEform Form Designer is a robust design application that significantly reduces the time it takes to create and deploy new forms or adapt existing forms for easy data and document capture. The intuitive tools extend beyond form layout to include highly configurable data validation and database lookup capabilities.

## Cardiff TELEform Architecture



TELEform is the most comprehensive information capture system available, able to receive data and document inputs from multiple sources and to automate data processing and output to virtually any back-end system or format.



## Superior Recognition

At the core of Cardiff's powerful form and document processing capabilities is a state-of-the-art voting system that leverages numerous award-winning machine, hand-print and barcode reading engines. With support for over 25 international languages and a flexible API, TELEform delivers unsurpassed recognition capabilities.

## Preprocessing and Quality Control

Image quality is a critical factor in determining how well characters and documents are identified and processed. TELEform includes advanced image enhancement and correction capabilities, including de-skewing, auto-rotating and character enhancement. Built-in quality control features identify and correct low-quality images early in the process, reducing human intervention.

## Automated Data Validation and Exception Verification

Automated business-rules processing includes format restrictions and database look-ups to validate field values. Exceptions are intelligently routed to the right human operators to review and correct. "Reverification" capabilities enable operators to quickly move from one document to another, making corrections at any stage and moving cumbersome forms to research queues for review at a later time.

## Security Control and Centralized Management (Enterprise only)

User-based access control enables administrators to define user security settings and access to selected forms. A central management library of form elements enables administrative control and reuse while a structured hierarchy of folders makes managing forms easier than ever. Centralized administration and load-balancing controls are delivered via the TELEform Control Center, a native snap-in for The Microsoft® Management Console.

## Export Connectivity

Pre-built Cardiff Connect Agents automatically pass documents and data to backoffice applications. This includes processing accurate data into database and commercial backoffice applications while placing images and data into archive, document and knowledge management systems. A few of the formats supported for export include:

- Database: ODBC, SQL Server, Oracle and Microsoft Access
- Data: XML, ASCII, CSV and SPSS
- Document Management Systems: FileNET, Open Text and IBM Content Manager
- Custom or personalized documents via fax or email

Custom Connect Agents can be easily created to interface with in-house applications.



TELEform Job QC utilizes graphical slide sorting to quickly check that forms and attachments are grouped properly for image export.



TELEform Verifier presents the entire form image for validation of questionable entries in the context of the entire form.



TELEform's Control Center provides real-time system administration and process optimization.



TELEform Connect Agents automatically route data and document information to other applications.

## TECHNICAL REQUIREMENTS

### TELEform Enterprise Server

- Intel® Pentium® III-based processor running at 800MHz or higher
- Microsoft Windows 2000 Advanced Server 2000 Server; NT Server
- 1 GB free hard drive space for complete installation (200 MB required)
- 512 MB of RAM
- 100 Mbps TCP/IP high quality network card
- CD-ROM drive

### TELEform Enterprise Workstation

- Intel® Pentium® III-based processor running at 600MHz or higher
- 400 MB free hard-drive space for complete installation (200 MB required)
- 128 MB of RAM
- 100 Mbps high-quality network card
- VGA color or better monitor (17" monitor recommended for Verifier stations)
- CD-ROM drive
- Mouse or other pointing device
- Windows 2000 Professional; NT 4.0 workstation; 98; XP; ME
- Compatible scanner, fax server and/or Web server

### TELEform Elite

- Intel® Pentium® II-based processor running at 400MHz or higher
- 400 MB free hard-drive space for complete installation
- 128 MB of RAM
- VGA color or better monitor
- CD-ROM drive
- Microsoft Windows 2000 Professional; NT 4.0 workstation; 98; XP; ME
- Compatible scanner, fax server and/or Web server

## MODULES

### Standard Modules

The TELEform solution provides out-of-the-box functionality, including:

- Form Designer
- Reader/Scan Station
- Verifier
- AutoMerge Publisher
- Remote Capture Enabled (Enterprise only)

TELEform Enterprise offers businesses the ability to add additional modules for expanded functionality.

### TELEform eForm Option

Turn standard paper forms into intelligent eForms by exporting forms to HTML or PDF formats for online data collection. Supports electronic merge and email functionality.

### TELEform

#### Remote Capture Option

Supports remote design, scanning and verification of forms and documents from anywhere in the world.

## APPLICATIONS

### Accounting

Expense reports, invoices, statements, purchase orders, time cards

### Customer Service

Order forms, warranty claims, service requests, consultation forms, work authorizations

### Human Resources

Employment applications, benefit enrollments, transfer requests, performance evaluations, vacation requests, consent forms

### Marketing

Surveys, research test forms, event registrations, product evaluations, entry forms, questionnaires

### Production

Work orders, requisition forms, shipping, receiving documents

## INDUSTRIES

### Government

- License applications
- Census forms
- Tax forms
- Vehicle registration
- Business and building permits

### Education

- Student applications
- Test results
- Financial aid

### Healthcare

- Claim forms
- Prescription orders
- Patient encounter forms

### Pharmaceutical

- Case Report Forms (CRF)
- Patient surveys
- Research forms

### Finance

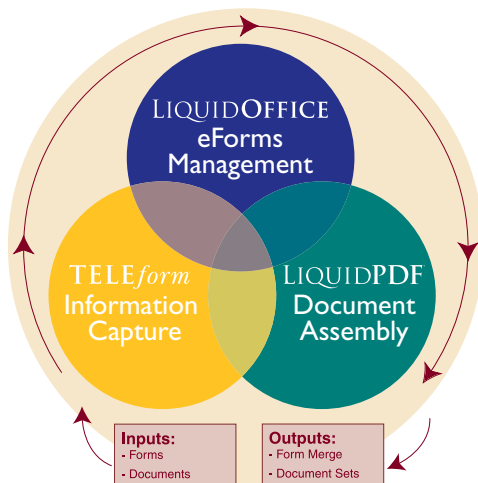
- Loan applications
- Credit reports
- New accounts

### Insurance

- Claim forms
- Requests for proposals
- Reimbursement forms

## CARDIFF PROCESS-AUTOMATION PRODUCT SUITE

Only Cardiff delivers solutions that support XML, HTML, PDF and paper transactions for automation of the entire transaction life-cycle in a single platform — meeting your business needs today and tomorrow.



- Cardiff TELEform™ solutions capture and convert paper-based and electronic forms and documents into digital data, dramatically reducing manual data entry. Available in workstation or network configurations.
- Cardiff LiquidOffice™ offers a powerful Web-based solution for creating, deploying and automatically managing the workflow processes for electronic forms and documents.
- Cardiff LiquidPDF™ provides businesses the ability to deliver dynamic personalized responses to form-driven content via the Web, email or print.

TELEform works alone or as part of Cardiff's advanced suite of Business Process Automation (BPA) solutions including eForm management and XML-driven PDF document assembly, accelerating the flow of information to customers, employees, partners and suppliers by automating the processing of business-critical forms and documents.

**Put Information to Work** - Cardiff™ Software is a leading global provider of business process automation solutions. Cardiff products provide an integrated suite that automates the capture and processing of business forms and documents, dramatically reducing the high cost of manual data entry and form processing. This raises employee productivity, improves customer responsiveness and increases revenue. Cardiff is the only solution for managing both paper and online forms and documents and is dedicated to providing ease-of-use, open standards and flexibility across its entire product line. In business since 1991, Cardiff has a global distribution network spanning every continent and more than 20,000 customers worldwide. For more information on Cardiff, visit [www.cardiff.com](http://www.cardiff.com).



Authorized Cardiff Software Channel Partner

Team Progress Limited  
135 Dominion Road  
Mt Eden, Auckland, New Zealand

Tel.: 09 623 6552  
Email: [nik@progress.co.nz](mailto:nik@progress.co.nz)  
[www.progress.co.nz](http://www.progress.co.nz)