



## *Frequently Asked Questions*

Intelligent document analysis, especially in a mailroom environment, has become quite a buzzword. Due to this phenomenon, many parties are attempting to obtain a share of this market, even if they don't have technology that is up to the challenge. This sometimes causes confusion and irritation. Our partners and our sales representatives often hear some questions repeatedly - therefore, we have compiled a list of some of the more common questions and their answers. If any questions you have remain unanswered, please don't hesitate to contact us.

### **A few items to consider**

#### **Does your software require very sophisticated programmers experienced in scripting languages?**

We are proud to boast that our recognition engine works without scripting. This is a conscious choice based on the fact that our recognition user interface is so flexible that "if you can express in the English language how to extract a field, then you can implement simple logic in our GUI to do the same thing". We have found that rules created entirely through a GUI are faster to build and less likely to have bugs than those needing scripting.

#### **Does your software have an ability to "learn"?**

Yes. Others talk about using a learning-based approach for implementation and tuning. Paradatec is able to take the same approach, but usually takes extensive advantage of using BOTH learning and rules. Unlike others, we have a vast set of rules pre-built for various implementations that are augmented by our auto-learning object. The end-result is a faster and more robust implementation.

#### **If there is a new document variation, will your system require maintenance?**

We have reference customers processing 25 Million images per year, 3000+ document types, 97% automation and no mis-classifications found (0%) from post processing audits over several years of processing. Many of our customers rarely if ever need to "tune" their implementations due to our unique approach. Our hierarchical approach to classification means that we make simpler classification decisions (since sub-classification means fewer choices at each step) and this is reflected in our higher automation.

## Do I need separator sheets and/or barcodes to be inserted between documents before I scan them?

No, In fact we have customers processing over 200,000 images per day without the use of any document separator sheets. Document boundaries are set (determine first and following pages) and documents are classified by type in a highly automated fashion in these operations.

## Does your product require a great deal of setup time and effort?

In most cases, because of our unique approach, you will find that the implementation effort required will be much less than with other unstructured classification products. This is due to our ability to leverage our large quantity of intellectual property which we have acquired over the years and across many vertical markets. Our rule trees virtually never need to be created from “scratch” as may be the case with others.

## Do you only have experience with Accounts Payable, or will your software work in other areas too?

Unlike others, we are not focused on any single vertical market or application. We do have a great deal of experience in processing invoices, but we also have experience in: Mortgage, Human Resources, Insurance, and Medical document classification and data capture.

## We already scan our documents, will we need to throw out our old scanning infrastructure to use your software?

No, We have integration modules built to seamlessly integrate into some of the most common scanning platforms on the market today.

## Why do you use your own Optical Character Recognition (OCR) Engine?

The Paradatec OCR engine is extremely fast and accurate. We process most images using full-page OCR in much less than 1 second. This is a competitive advantage which allows Paradatec to take a unique approach that our competitors are unable to match.

## How long has Paradatec been doing this and what is their experience level?

Paradatec's product offerings have been around for as long or longer than anyone that has attempted to do unstructured classification and capture. We have an installed base processing approximately 1 billion images per year. This compares very favorably to the installed base of any of our closest competitors. You will also find that our average installation size is very much larger as measured by images processed.

It is also important to note that most of our competitors have undergone major product revamps in recent months and been through a variety of organizational changes and turmoil. Paradatec has not found the need to do any of these things.

