

Intelligent Documents. Better BPM

A Guide to Accelerating Your Most Demanding Business Processes

Cardiff White Paper



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Foreword

The goal of this white paper is to help your company identify areas where a new breed of solutions called Intelligent Documents can be applied to an increasingly costly problem. Companies worldwide spend more than \$200 billion per year in paper processing. Billions more are lost in profit and regulatory fines from poorly managed business processes.

As you'll learn in this white paper, Intelligent Documents can accelerate your most demanding business processes. By embedding intelligence within each document, Intelligent Documents intrinsically know where they need to be routed and what systems require their data. And with Intelligent Documents, you can find any document at any time, while trusting that all of the information is secure from unauthorized access. The document can be paper or electronic.

This white paper offers recommendations to organizations of almost any size, IT resources and budget. Intelligent Document solutions don't require wholesale changes to legacy systems or a brand-new enterprise-wide strategic technology direction. To the contrary, this white paper delivers explicit advice on the kind of projects that can be embarked upon quickly, that provide a quantifiable and well-established return on investment, and that feature a technology framework that supports organization-wide growth and expansion.

You can rely on Cardiff for expert advice in this area. We have over 8,000 customers that have benefited from our solutions for more than 15 years. This guide contains real customer stories, complete with a discussion of the benefits they have achieved and the forms and processes they have implemented.

Regardless of size or industry, Cardiff's Intelligent Document solutions can deliver quantifiable ROI for your organization. We can deliver that value by our unique approach of thinking big, starting small, and delivering results quickly. The following paper will show you how.

Best regards,

A handwritten signature in black ink, appearing to read 'Mark Seamans', written in a cursive style.

Mark Seamans
General Manager, Cardiff

Publisher's Note: Information contained in this document is intended for guideline purposes only. Cardiff product documentation supersedes information contained in this document. The situations described in this document are offered as examples; actual configurations and results will vary from system to system.

Intelligent Documents. Better BPM: Streamlining Organizations with Smarter Technology

The trends are clear. Enterprises in virtually every industry across the globe are investing in technology to optimize their processes and drive better business results. Intelligent Documents are critical for all processes involving forms and documents—from line-of-business processes such as work orders, customer interactions, payroll processing, order processing, and regulatory compliance initiatives to core mission-critical processes such as payment remittance, billing, product development and logistics.

Intelligent Documents are more than just electronic forms and documents with business rules and workflow. It also includes the automation of paper-based processes. Successful implementations include the ability to process both paper-based and electronic forms and documents seamlessly, without having to develop entirely separate processes for both. Despite the prevalence of the Web and network access, most organizations still need to provide efficient processes—which include paper.

The following questions will help you determine where Intelligent Documents can provide you with operational efficiencies:

- Are you manually entering data that you receive on paper forms?
- Do you have processes (e.g. HR functions, work orders, applications, etc.) that span across your enterprise systems, not just within one system?
- Do you operate in a distributed enterprise or is your business composed of a large amount of smaller businesses.
- Do your defined processes have a large degree of variability?

- Do you need to have traceable and auditable financial processes to meet government mandates such as Sarbanes-Oxley and HIPAA?
- Do you need to protect against employee termination litigation?

Intelligent Documents can effectively address the challenges presented by these questions, and this white paper will show you how.

With Intelligent Documents, organizations of all shapes and sizes improve their efficiency, responsiveness, security and service. Specifically, successful implementations can:

- Enable hard-dollar and rapid ROI through automation
- Accelerate business cycles, ensure compliance, and connect people with information and processes, regardless of location
- Improve customer-facing processes, which can build customer satisfaction and loyalty by proactively executing on requests, orders, inquiries, enrollment and issues
- Reduce time-to-compliance and audit costs by providing transparency and tracking for all organizational processes
- Gain corporate efficiencies by automating internal processes, including a global workforce that is ubiquitously connected to the information, resources and processes needed to make informed, real-time decisions

The Case for Intelligent Documents

Corporations today are under the combined pressure to lower the cost of internal operations while adding new capabilities to maintain compliance with government regulations such as Sarbanes-Oxley, HIPAA and other legislative mandates.

In theory, BPM software lets organizations track approvals, reviews, edits and business activity at every step of a process, which is crucial to meeting the requirements of these regulations. The reality is that BPM software by itself does not easily lend itself easily to processes that involve paper, people and dynamically changing pro-

cesses. BPM projects often fall short of expectations or become protracted because many business processes are initiated at the business edge by people using a variety of inputs or documents including paper.

The key is to implement a solution that implicitly takes into account people and paper interacting naturally in the process and to gracefully handle exceptions and controlled dynamic changes to the process. The embedded intelligence of an Intelligent Document solution ensures the accuracy of the information collected and knowledge of the next step in the process, while allowing for human decision points and exception handling. This means, for instance, that deadlines can be imposed and specialists can be alerted of risks and anomalies in real time.

Individual BPM implementations should also include support for Government Paperwork Elimination Act, Electronic Signatures in Global and National Commerce Act, Section 508 of the Rehabilitation Act, and others where required. These capabilities mean organizations can manage risk more effectively, preserve customer, shareholder and employee trust, and protect your enterprise from the damaging publicity and penalties that can result from regulatory violations. All of these capabilities are implicit in an Intelligent Document solution.

One reason for the increased adoption of Intelligent Documents is its rapid return on investment—which is particularly important in this time of tight budgets and intense scrutiny over financial performance and compliance. In general, the return on investment is based on savings of reducing manual data entry; in the case of paper-based forms, on the reduction of requirements for printing, distribution, processing and collecting documents.

BPM usually involves automating the most fundamental business processes, either internal or customer-facing. By its nature, BPM usually involves the integration of many different systems, functional groups, customers and document formats. As such, BPM projects can become quite complex and require the integration of diverse systems. Intelligent Document-based solutions are powerful enough to accommodate complex processes, flexible enough to handle ongoing change, easy enough for users to embrace, and simple enough to be implemented on time and within budget.

High Return Projects

This white paper will help you identify certain low risk and high reward processes that can be effectively implemented by organizations in all industries. The challenge is to maximize the use of IT budgets while delivering improved and more functional business operations. The key is to focus on projects that provide a rapid ROI while being based on a scalable and rich technology platform. Cardiff can deliver these solutions.

Customer-facing Processes

Positive or negative customer impressions are often formed as a result of a corporation's ability to effectively manage its business processes. Whether it's insurance claim forms, permit applications, satisfaction surveys, customer support requests, or order forms, they all need to be collected from the customer and processed quickly through internal systems to assure a rapid response. These solutions need to handle both paper and electronic forms, and they need to go beyond simply making the form downloadable from the Web. Most companies are already doing that.

The better approach is to automate the complete process—from the initial gathering of customer information to its subsequent internal processing. Equally important is the ability to

automate both paper- and electronic-based processes. Not all citizens have access to the Web, and overall efficiencies cannot be generated from merely handling one interaction type.

Intelligent Documents allow organizations to dramatically reduce data entry costs, streamline internal operational processes, accelerate the delivery of data and documents to back-end systems, and employ automated business rules to reduce data errors. Using Intelligent Documents, corporations can support intelligent routing, tracking and secure digital approval, all over the Internet. Once the data is received from the customer, the process can be handled entirely online.

This is a clear winner for automation, as noted by the following real-life examples¹:

Bruno Independent Living Aids uses Intelligent Documents to automatically extract customer and product information from customer warranty cards. The system is integrated with their customer relationship management system to provide updated customer information and with their content management system for archival and storage.

WW Group, the largest franchise group of Weight Watchers International, has deployed an automated data collection and distribution system for the forms collected at each Weight Watchers meeting. Rather than manually entering and routing data, the information is automatically extracted off the form and immediately made available to the Weight Watchers staff and their members via a secure website.

General Motors Acceptance Corporation uses an Intelligent Documents solution to process auto loan applications in only minutes. The data on the applications is automatically read and validated before being trans-

ferred to databases for analysis. The system has accelerated the approval/rejection cycle on loans to eight minutes or less, while eliminating the need for GMAC to hire hundreds of additional data entry operators.

HR and Other Internal Administrative Processes

Internal operations within corporate offices are dominated by numerous business-critical processes, including HR forms, spending approval requests and document approvals. Intelligent Documents can assist administrative functions and departments in increasing efficiency and reducing operating costs. In addition to streamlining operations to speed processing, many corporations are motivated by the need to comply with regulatory mandates, such as Sarbanes-Oxley.

Publicly traded corporations are using Intelligent Documents to meet Sarbanes-Oxley Section 404 compliance requirements for documenting and enforcing internal processes and controls. Intelligent Documents can help create clear and comprehensive audit trails to sales orders, expense reports, legal agreements, purchase orders or any content-driven process that could affect a company's balance sheet. This enables auditors to immediately track transactions, see their routing and approval path, and review supporting information at every step.

Intelligent Documents can reduce redundant processes, streamline approvals, improve information flow, lower distribution costs, shorten approval times and integrate with disparate systems.

For example¹:

Science Applications International Corporation (SAIC) uses Intelligent Documents to automate the creation, submission and approval of internal-facing forms. Integrated into their existing intranet environment, Intel-

Intelligent Documents enable employees to access forms online and easily submit, track and approve forms using a familiar interface, which reduces training requirements and facilitates user-adoption. The ability to quickly capture, process and respond to business-critical information enables SAIC to better serve its employees while reducing costs.

99 Cents Only Stores, like most organizations with nationally or globally distributed workforces, needed a way to cost-effectively manage its many document-based processes such as human resources and corporate compliance initiatives. Employing Intelligent Documents, they were able to implement electronic forms with a role-based workflow approval process, allowing 99 Cents Only Stores to improve business performance, enhance customer service, reduce costs and better manage training requirements.

Baja Fresh has employed an Intelligent Documents system that allows it to publish its 100 corporate forms on the corporate intranet, thereby avoiding duplications and providing employees with ready access to up-to-date, interactive forms. The Intelligent Documents system is fully integrated with its Human Resources Management System, providing efficiencies to process new hire forms, employee change forms and many other forms relating to capital expenditures, expenses and benefits.

Financial Operations

Intelligent Documents can significantly streamline, integrate and optimize financial processes such as accounts payable/receivable, procurement, capital requisitions, grant submissions and expense processing. With Intelligent Documents, corporations can achieve operational efficiencies, reduce errors, lower processing costs, and improve financial planning and forecasting. Intelligent Documents

also allows organizations to gain visibility and control of financial processes with an audit trail that tracks processes historically and in real time. For example:

Johnson Controls implemented an Intelligent Documents solution that has reduced the average processing time of online purchase requisition forms from eight days to three, while shortening the cycle for approvals and receipt of goods. The full return on investment is expected to be less than one year.

American HomePatient implemented an Intelligent Documents solution to automate its entire sales order and billing processes. The billing processes are complex, having over 2,000 payers with different rules for invoicing. By automating the processes with Intelligent Documents, American HomePatient was able to reduce internal payroll expenses by 22%, reduce the number of denied claims by 17%, and significantly increase employee satisfaction and retention.

Overview of Cardiff's Solutions for Intelligent Documents

Cardiff's Intelligent Document solutions provide organizations with powerful tools to efficiently, effectively and expeditiously handle the aforementioned business challenges faced by companies of all sizes and across all industries. Using Cardiff's technology to automate manually intensive processes, these organizations can deliver better service with fewer resources.

Easily incorporated into existing processes, Cardiff offers the only solution that can accommodate both paper and electronic forms and docu-

ments. Cardiff's versatile technology enables organizations to leverage the advantages of online processes, while maintaining similar processes and efficiencies for the potentially thousands of paper documents that are received via traditional mail or fax.

For most organizations, their specific process problems revolve around answering the following questions: "How do I gain control over my paper-based processes, and then how do I leverage the ubiquity of the Web and electronic processes to gain further efficiencies?"

Below, we'll describe Cardiff's Intelligent Document solution in that context.

Gaining Control over Paper-based Processes with TeleForm

Cardiff® TeleForm® enables corporations to quickly and easily capture and convert paper-based processes into digital data that can be used departmentally or throughout the organization. A versatile and comprehensive software solution, TeleForm is designed to accommodate even the most demanding business needs.

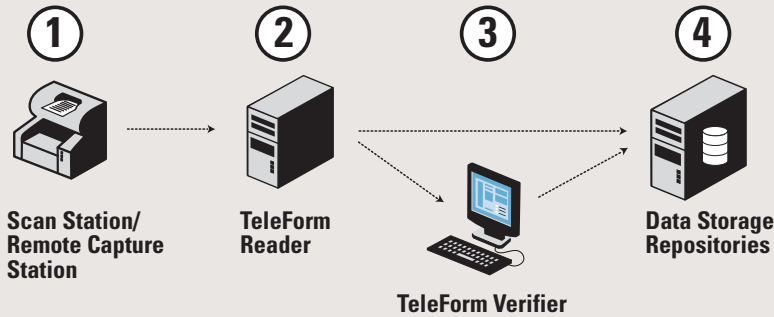
TeleForm offers a proven content capture solution that enables organizations to achieve the following benefits:

- Dramatically reduces operating costs associated with manual data entry
- Increases operating efficiency
- Serves as an on-ramp for Web-based content and document management systems

TeleForm Process Flows

The following section describes a typical flow of data made possible by TeleForm:

1. **Scanning**—Documents, such as HR forms or requisition requests, can be scanned at any scanner, multifunction device or digital copier. This process can occur remotely or at a centralized location. The scanned images are placed in a network folder or at the local workstation, where



they are then picked up and processed by the TeleForm Reader.

2. **TeleForm Reader**—The Reader grabs the document images and begins processing. The Reader then recognizes and converts a multitude of inputs (e.g. handwriting, computer text, barcodes, bubbles, signatures) into an electronic format.
3. **TeleForm Verifier**—Any characters that are considered ambiguous by TeleForm’s industry-leading RecoFlex engine are sent to a verification station for manual review and correction.
4. **Data Storage**—Data is loaded into a back-end database or sent for further processing.

TeleForm’s Return on Investment Potential

By enabling organizations to do more with less, TeleForm offers an excellent return on investment. The following is a typical scenario that demonstrates how TeleForm can dramatically improve business processes while reducing expenses.

Typical ROI Scenario

An organization receives thousands of application forms per week that need to be processed, evaluated and approved.

Before TeleForm:

Prior to implementing TeleForm, the organization was required to manually enter the information from each form. The image above indicates the process.

A highly inefficient process, it took more than three hours to process each application, the data quality was poor due to the errors associated with manual data entry, and staffing challenges were constant.

After TeleForm:

By incorporating TeleForm, the applications are scanned and then automatically converted to electronic format, with only a small portion of the forms needing manual verification. The new process is illustrated below.

With this process, the number of data entry clerks is reduced from 20 to 5, data quality has improved from 10 errors in 100 forms to 1 error in 1,000 forms, and the time to process is reduced from 3 hours per form to 10 minutes.

TeleForm’s Advantages over Other Content Capture Solutions

TeleForm has significant advantages over other products in the market. Most notably:

- **Superior Recognition** – At the core of TeleForm is a state-of-the-art voting system that leverages advanced RecoFlex

technology, an award-winning and neural-based recognition system. TeleForm’s RecoFlex technology offers superior recognition for hand-print, machine-print, check box, barcode and other input formats, thereby eliminating manual interventions.

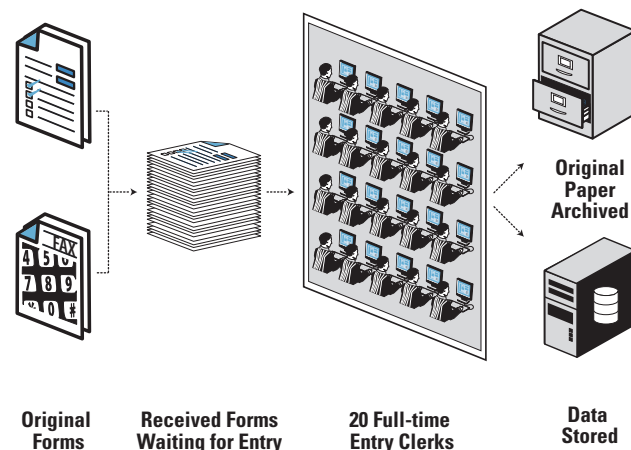
- **Enterprise Ready** – TeleForm is built for handling mission-critical business processes in complex IT environments. From advanced administrative capabilities, such as LDAP support and single sign-on to enterprise-strength security, TeleForm can handle any size job in a wide range of IT environments.
- **LiquidOffice Integration** – TeleForm offers seamless integration with LiquidOffice, Cardiff’s enterprise-class BPM application, allowing customers to seamlessly manage the transition from paper-based processes to electronic ones.

Typical ROI Calculation for TeleForm

Return on investment can be calculated by comparing the cost of manual data entry with automatic paper form processing powered by TeleForm. The following example demonstrates the ROI that an organization can achieve by reducing the amount of time it takes to process each form.

Before TeleForm—manual data entry

- Number of forms per day: 200
- Data entry time per form: 15 minutes
- Total data entry time per day: 50 hours (200 forms x 15 minutes)
- Daily labor cost: \$1,000/day (50 hours x \$20/hour)



“The (TeleForm) system exceeded our expectations, and we are thrilled with the results. But the benefits go far beyond an ability to shift employees to more productive tasks. Since implementing TeleForm, we’ve rolled out a series of new initiatives that have dramatically improved the way we do business—ideas we hadn’t even imagined before TeleForm.”

Amy Brosgold, vice president and CFO, WW Group (Weight Watchers franchise)

- Labor cost per year: \$250,000
(250 work days x \$1,000/day)

After TeleForm—automated content capture

- Number of forms requiring verification: 66 (33% of 200)
- Time to verify forms: 6 min
- Total data entry time per day: 6.6 hours (66 forms x 6 minutes)
- Daily labor cost: \$132/day (6.6 hours x \$20/hour)
- Labor cost per year: \$33,000 (250 work days x \$132/day)
- Total technology investment: \$98,600 (software, hardware, implementation services, training, support/maintenance)
- Total technology and labor costs: \$131,600

Financial Benefit

- First-year savings: \$118,400 (\$250,000 in labor costs vs. \$131,600 in TeleForm technology + labor costs)
- Second-year savings: \$208,900 (\$250,000 in labor costs vs. \$41,100 in TeleForm-assisted labor costs)
- Payback in months: 5.5 (based on labor cost savings)
- Two-year ROI: 207% (based on a two-year total investment of \$106,700 yielding a savings of \$327,300)

This example highlights the hard-cost labor savings from automating the processing of a relatively small number of paper-based forms. A full analysis of TeleForm’s ROI would also include soft cost-savings stemming from reduced errors, higher worker productivity and improved responsiveness. Upon request, Cardiff can provide you with an ROI calculation based on your existing processes.

TeleForm Benefit and ROI Summary

Most corporations need to gain control over the massive influx of paper forms and documents that can overwhelm and impede the productivity of the organization, increase costs and lead to high error rates. TeleForm can play a major role in efficiently managing the increased volume and complexity of business processes.

By replacing manual data entry tasks with automatic processing, TeleForm has enabled organizations to achieve the following benefits and ROI:

- 90% reduction in manual data entry costs
- 500% and greater improvement in processing time

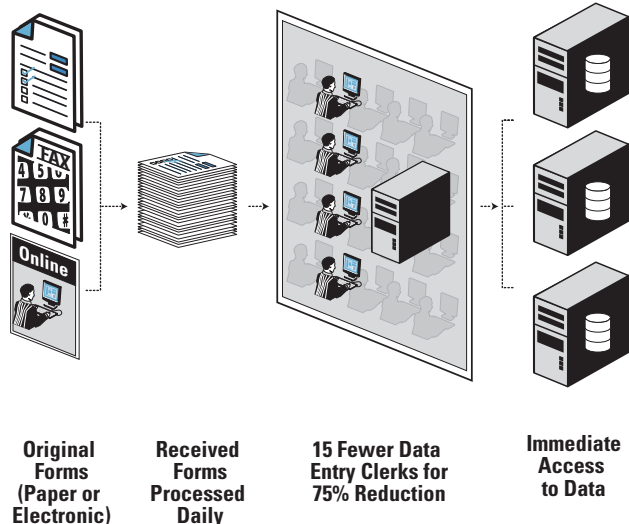
- Increased staff productivity
- Lower labor costs from decreased staffing requirements
- Reduced financial risk from regulatory infractions with improved accountability
- Increased data quality with automatic data cleansing and validation
- Accelerated delivery of data and documents to back-end systems
- Improved service levels with immediate access to data and faster response times
- Better return on investment in current systems through easy integration with existing applications and databases

Accuracy, speed, scalability and versatility make TeleForm an ideal document capture, data collection and information processing solution for corporations of all sizes.

Streamlining Processes with eForm Technology from LiquidOffice

After gaining control of their paper-based processes with TeleForm, organizations can quickly realize even greater efficiencies by transforming relevant paper forms into electronic formats, or “eForms.” This can offer significant benefits in terms of reduced printing, distribution, postage and overall handling costs. Cardiff® LiquidOffice™ offers the perfect solution.

LiquidOffice is a powerful Web-based business process management solution for creating, deploying and automatically managing the routing, tracking and approval processes for electronic forms. LiquidOffice is simply the fastest way for organizations to put all of their internal and external forms online to automate the critical processes they drive. Plus, its integration of market-leading enter-



prise search from Autonomy makes LiquidOffice the first and only BPM solution that enables real-time access to, and use of, time-sensitive content throughout the process lifecycle.

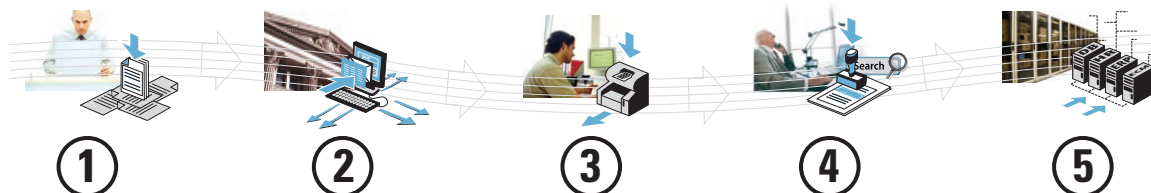
LiquidOffice offers the following features and benefits:

- Advanced support for tracking, routing and electronically signing online forms
- Rapid deployment for eForms through an intuitive point-and-click designer tool, making it easy to convert existing forms and create new forms, add intelligence and publish
- A central repository offers easy and secure access to all organizational forms
- LiquidOffice forms meet government specifications relating to Section 508, GPEA and the e-Sign Act
- LiquidOffice offers tight integration with TeleForm to accommodate the automation of paper-based forms

LiquidOffice manages every aspect of a form's lifecycle within your organization. From creation, deployment, approval and tracking, LiquidOffice does it all. The image below illustrates LiquidOffice's process management capabilities.

LiquidOffice's Return on Investment Potential

LiquidOffice offers corporations substantial ROI opportunities by reducing costs, increasing productivity and eliminating errors. Using LiquidOffice, organizations have achieved a 75% reduction in the costs associated with shipping, paper, supplies and storage. The following is an example of how LiquidOffice can dramatically improve corporate processes.



1 LiquidOffice Designer
LiquidOffice Designer publishes in PDF, InfoPath or HTML to the LiquidOffice Server.

2 Internet
Users access LiquidOffice forms through a secure login.

3 Accessed Online
Electronic forms are accessed online. Corresponding paper attachments are scanned into the user's personal inbox and electronically attached to the form.

4 Initiate Routing
Completed forms with attachments and digital signatures are then deployed to initiate routing, tracking and approvals.

5 Repository
The image and data are exported to a back-end repository.

“In terms of ROI, we expect LiquidOffice to pay for itself in less than one year. The next stage in this process is to migrate all of our internal form-based processes, such as timesheets, holiday request forms and expense reports, into LiquidOffice, further driving efficiencies and cost reductions”

Anthony Cartwright, IT project coordinator, Johnson Controls

Typical ROI Scenario:

A large corporation has hundreds of forms for their business processes, including time sheets, HR forms, PO's and time-off requests.

Before LiquidOffice:

Forms exist in different formats, some on paper and some electronic. It is difficult for employees to find the right form, and once found they need different applications to open and fill out the forms. To process the forms, employees print and submit them via expensive overnight mail. The overall process is time consuming, inefficient, expensive and error prone. Plus, there is no way to track progress in real time.

After LiquidOffice:

By incorporating LiquidOffice, all forms and documents are stored in a central repository, thus saving the cost of printing and distributing. Employees fill out and submit the forms from their desktops and track the signoff process in real time. The organization saves millions of dollars annually on the cost of printing, mailing and maintaining paper forms.

LiquidOffice's Advantages over other eForm and BPM Solutions

LiquidOffice has significant competitive advantages over other products in the market. Most notably:

- 1) Robust eForm Functionality**—Effective eForm management requires a full range of functionality—from designing forms, integrating with corporate environments and providing the necessary security and digital signature compliance. LiquidOffice leads the industry in providing such a comprehensive solution, thanks to the following features:
 - Centralized management through a rich client administration environment
 - Form design expression builder for building rules and validations
 - Process monitoring of form signoff status
 - Superior user interface and functionality
- 2) Enterprise Ready**—LiquidOffice is built for handling critical processes in complex IT environments. From advanced administrative capabilities, such as LDAP support and single sign-on to enterprise-strength security, LiquidOffice can handle any form management task in a wide range of IT environments.
- 3) Integrated with TeleForm**—LiquidOffice is integrated with TeleForm, Cardiff's award-winning scanning and content capture application, allowing customers

to seamlessly manage the transition from paper-based processes to electronic ones.

Typical ROI Calculation for LiquidOffice

Return on investment calculations for LiquidOffice are based on replacing manual and paper-based forms processing with electronic forms and automatic routing. Here is a typical example with representative ROI results. For an organization that manages 100 forms for its employees and customers:

Before LiquidOffice

Average labor and mailing costs to process a single form: \$50 (Includes all aspects of paper forms processing: printing/duplication, distribution, associated labor costs, filling out, routing, postage, automated capture and entry of form data, approval and storage)

- **Number of forms processed each year: 10,000** (1,000 individuals x 10 forms each per year)
- **Total cost for manual forms processing: \$500,000** (\$50/form x 10,000 forms)

After LiquidOffice

- **Labor and materials cost: \$16 per form** (For completing, distributing, routing, and storing forms with LiquidOffice)
- **Total cost for LiquidOffice forms processing: \$160,000** (Based on 10,000 forms per year)
- **Total technology investment: \$310,000** (Software, hardware, implementation services, training, support/maintenance)
- **Total first-year cost: \$470,000**

Financial Benefit

- **First-year savings: \$30,000** (\$500,000 in manual labor costs vs. \$470,000 for LiquidOffice technology + labor costs)

- **Second-year savings: \$296,440** (\$500,000 in manual labor costs vs. \$203,560 for labor costs and software support/maintenance)
- **Payback in months: 11** (based on a labor cost savings)
- **Two-year ROI: 92%** (based on a two-year total investment of \$353,560 yielding a savings of \$680,000)

The above example only highlights the hard cost savings that can be obtained by converting paper-based forms into electronic ones. A full analysis of LiquidOffice's ROI would also include soft cost savings stemming from reduced errors, higher worker productivity and improved responsiveness. Upon request, Cardiff can provide you with an ROI calculation based on your specific processes.

LiquidOffice Benefit and ROI Summary

LiquidOffice offers organizations numerous ways to streamline processes, increase productivity and improve service. The following are just some of the benefits that enable organizations to achieve a substantial ROI.

- Eliminate inefficient business processes
 - Reduce lengthy cycle times
 - Decrease manual and redundant processing
- Increase productivity
 - Automatic database validation eliminates need for manual checks
 - Auto-fill functionality pre-fills forms with information from existing databases
 - Automatic routing of forms means less running around for employees
- Cut costs associated with creating and managing forms
 - Electronic forms eliminate paper copying, faxing, mailing, filing and storage costs

- Improve customer service
 - Automated processing and real-time access to information accelerates decision processes and response times
- Facilitate employee retention
 - Automated collection and processing of paper and digital forms facilitate a faster and more accurate response to internal requests
- Comply with audit, security and regulatory requirements
 - Maintain compliance and privacy
 - Provide information access
 - Support audit trails
- Leverage existing technology investments
 - Cardiff's commitment to open standards ensures effortless integration with existing database, content management and back-office systems

Conclusion

Across the world, organizations of every size and in every industry are experiencing severe cuts to their operational budgets. As the private sector goes through this difficult time of fiscal belt-tightening, many corporations are trying to find innovative ways to cut costs to minimize the impact to operations and staff—all while meeting the many initiatives being mandated today. By enabling organizations to do more with less, Intelligent Document technology from Cardiff helps corporations meet these challenges.

Cardiff's Intelligent Document solutions offer organizations unique features that allow them to reduce costs by converting existing paper forms and documents into digital assets. By automating the collection and processing of all business processes, corporations can be more efficient and productive with scarce resources, while improving response times and data accuracy.

As the only provider of BPM software that supports both paper and digital processes, Cardiff provides organizations with a powerful solution

“With (Cardiff) LiquidOffice, Napa County has significantly reduced the amount of time it takes to process various forms, in some cases by a period of weeks. We have also integrated it with our document management system, enabling us to eliminate the piles of paper that used to clutter the desks of so many of our employees.”

Rod Getsy, information technology services manager, Napa County

for delivering outstanding customer service and developing efficient processes regardless of their customers' ability to access electronic forms. Additionally, Cardiff is also the only provider of BPM software to integrate enterprise search into its applications, which enables real-time access to, and use of, time-sensitive content throughout the process lifecycle.

With increased scrutiny on financial performance, Cardiff's Intelligent Document solutions offer an excellent return on investment by providing effective, efficient and flexible solutions that can leverage existing and future technology investments. As organizations grow and change, Cardiff Intelligent Document solutions can adapt and scale to meet new requirements. By leveraging advanced content capture and Web technology, Cardiff can dramatically improve efficiency while lowering costs.

About Cardiff

Cardiff (www.cardiff.com) is a leading provider of Intelligent Document solutions that enable organizations to unify people, paper and processes. Cardiff enables organizations to capture data from electronic and paper sources and adapt to existing processes by managing structured, exception and people-driven actions. As a result, businesses achieve greater agility, increase customer value and reduce operational costs while shortening deployment time and improving visibility and control of key processes.

Cardiff serves more than 8,000 customers worldwide, including many in the financial services, pharmaceutical, healthcare, education, government and manufacturing industries. Cardiff is an Autonomy Group company (LSE: AU or AU.L).

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