



CARDIFF

an Autonomy company

Cardiff, an Autonomy Company

Forms and documents are the fabric that connects people to business. Imagine the improvement you could see in your business if the ones you use everyday suddenly contained intelligence about where they needed to be routed and which systems needed the data they contained. What if you could automatically extract business information from paper documents as easily as from online forms? What if you could find any document at any time no matter who was working on it while resting assured that all of the information was secure from unauthorized access?

Cardiff Intelligent Documents have a conceptual understanding of the information they contain. This meaning-based approach enables each form or document to provide a richer user experience, route itself to the right people, enforce company procedures and manage interactions with other business systems. With a flexible architecture and the ability to process paper documents, online and mobile information, Cardiff gives organizations the ability to execute more effectively than the competition.

Unrivalled Expertise

For over 15 years Cardiff has been providing cutting-edge solutions to a distinguished list of customers that includes:



Cardiff is part of the Autonomy group, which is recognized by industry analysts such as Gartner, IDC and Forrester Research as the international leader in high-end information processing and management.

- Over 17,000 customers worldwide
- \$4bn market capitalisation
- \$60m invested in R&D annually
- \$75m cash in bank and no net debt
- 400 VARs and Integrators
- 300 OEM Partners

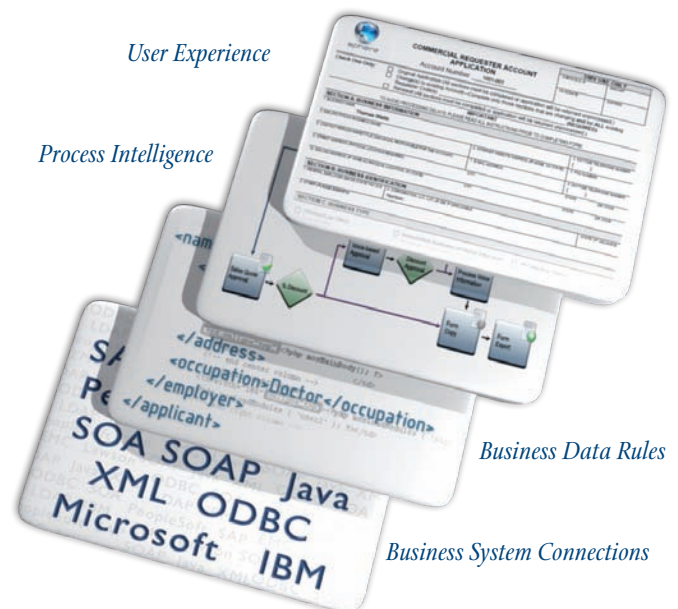
The Intelligent Document

Key Benefits

- Reduce the cost of data entry
- Enhance the user experience
- Complete processes more rapidly
- Handle exceptions more efficiently
- Reduce duplication of effort
- Improve information security
- Improve process control and visibility
- Ensure compliance with regulatory mandates
- Interact with processes on the move
- Improve collaboration and leverage expertise

Enhance the User Experience

Documents are a key point of interaction between the enterprise and its customers and agents, but intensive legal requirements and a rapidly increasing range of formats pose a real challenge. Many companies are finding that it's overly ambitious to move an entire process online, so paper-based stages become an obstacle they can neither eliminate, nor seamlessly incorporate.





But this is where Cardiff excels. With unparalleled versatility, Cardiff allows faxed, emailed, scanned or mailed paper documents as well as online forms to be automatically classified and processed. Much of the necessary information is filled-out automatically, eliminating the need to re-key data in subsequent process steps and freeing-up time for higher-value work.

Embed Process Intelligence

The Intelligent Document has a conceptual understanding of the information it contains, and is able to modify processes in real-time in order to accommodate exceptions. It notifies the user automatically if their entries necessitate an attachment or additional information and then adjusts the workflow dynamically to incorporate additional steps and sign-off. Cardiff incorporates a comprehensive, graphical workflow modelling environment enabling enterprise users to define processes that include:

- *Human and automated tasks*
- *Transitions*
- *Decision points*
- *Automated alerts*
- *Sub-workflows*
- *Rules and policies*
- *Deadlines*

Apply Business Data Rules

Logic and validation terms assist the user proactively to complete the form. If an incorrect entry is made the Intelligent Document will guide the user to the correct entry and then route itself automatically to the next step of the process. This eliminates unnecessary iterations due to mistakes as well as the idle-time between stages that plagues manual processes.

Connect to Over 300 Business Systems

Cardiff supplies over 300 connectors to the most commonly deployed enterprise information systems and operates irrespective of file formats. It integrates seamlessly with existing service architecture so that all structured and unstructured information such as text, email, video, voice, instant message and even paper can form part of a secure workflow.

Advanced Functions

The Intelligent Document goes far beyond traditional Business Process Management (BPM). It delivers a whole range of value-added features that will transform processes and drive productivity and compliance throughout the enterprise.

Maintain Visibility of Real-time Changes

Cardiff provides an intuitive interface that displays detailed performance information for administrators. System-wide audits on metrics such as process exceptions and completion rates allow you to monitor targets, enforce deadlines and ensure compliance. In addition, Autonomy's world-leading enterprise search technology is integrated with Cardiff to provide real-time access to all in-process content at the field-level, offering unparalleled visibility into trends and time-sensitive content.

Find the Hidden Experts

Losing sight of expertise amid departmental and geographic boundaries often leads to duplication of effort and a reduction in productivity. Cardiff Expertise Recommendation addresses this issue, building an understanding of the processes being completed and the people who are experts in their execution. It connects the user to a group of experts within the organization who have completed similar work in the past and recommends relevant information. The system is constantly learning about the experience of each individual to encourage collaboration.

Classify Documents Automatically

The spiralling volume of enterprise information means that entire teams are employed to tag documents, and business critical information can take weeks to be sorted. In contrast, Cardiff automatically sorts scanned document images into "virtual piles" without



any human intervention. While it supports the full range of manual controls, it is also able to automate the laborious process of classification, eliminating errors and allowing experts to focus on the details that really matter. Cardiff is able to categorize upwards of 4 million document images every 24 hours.



Interact with Processes on the Move

Cardiff enhances the daily productivity of busy executives with a range of capabilities to ensure business doesn't stop when they're on the move. Mobile workers can interact securely with business processes on mobile devices like the Blackberry to:

- receive instant notification that attention is required
- review and approve documents with secure digital signatures
- access all process information, notes and decision options
- maintain warranted, auditable reports

Additionally, Cardiff offers the ability to interact with processes and add comments by interpreting spoken natural language instructions and queries over the telephone.

Meet Compliance Challenges

Expansive tracking and auditing capabilities log user and administration activity in the Management Console as well as every time a user accesses or interacts with a process or document. It maintains an audit trail that is critical in meeting the requirements of Sarbanes-Oxley, HIPAA, MiFID, BASEL II, and other legislative mandates. Enterprises can establish rules, impose deadlines and alert regulatory affairs specialists about compliance risks in real time. Cardiff securely connects all people and all geographies with information and processes, whether inside or outside the enterprise firewall. Cardiff also supports stage-specific permission rights so that users can be assigned different permissions at each step of the process.

Case Studies

- GMAC uses Cardiff to boost operator productivity and volume in Sales Purchase Branches by 600%
- Chevron reduces site inspection card processing time by over 75% with Cardiff
- Pfizer uses Cardiff to promote consistency and improve efficiency in data capture for clinical trials
- At Ruby Tuesday Cardiff accelerates invoice processing for one of the largest restaurant chains in the US
- DHL uses Cardiff to automate information on-boarding from logistics forms
- RW Baird benefits from 85% reduction in initial processing time and zero rejects for client account transfers



Applications

- Employee on-ramping
- New accounts
- Invoice processing
- Sales-order management
- Work-order management
- Loan applications
- Tax forms
- Applications
- Licenses
- Patient enrollment
- Clinical trials reports
- Product development

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