The Document Classification Advantage

Leverage offshore coding to improve document retrieval at a lower cost

THE IMPORTANCE OF DOCUMENT CLASSIFICATION

When a legal action arises or a business must address an audit, legal departments are faced with the task of obtaining important information quickly, accurately and cost effectively. The challenge is that critical information can be spread across thousands of files, documents, client records, business correspondence internal memos and legal case files. One way to meet this challenge is through document coding: the process of extracting meaningful data from a collection of documents and organizing the documents electronically. As a result, accurate searches for metadata and document retrievals can be done easily, even from a large collection of documents and databases. Document coding spans many different business applications, including but not limited to accounts payable, billing, mortgage processing, insurance claims and meeting the demands of legal discovery, which can involve reviewing thousands of paper and electronic documents. Some of the advantages of document coding include time and cost savings, easy retrieval, standardization and accuracy.

Canon Business Process Services (Canon) is one of the largest document classification vendors in the world, with the flexibility to service multinational clients through our facilities in the U.S., and the Philippines. As an example, for a leading travel industry giant, Canon is reducing the time and cost it takes to get documents into the company's workflow system. Canon accomplishes this by scanning documents in imaging centers and storing them in enterprise content management systems. Canon's state-of-the-art offshore production facility in the Philippines accesses the document images over a secure network in order to view and classify them. Our complete range of classification services include bibliographic coding, which involves extracting key items of information such as date, title, source, document type and author into a searchable format. Other services span optical character recognition (converting paper documents into digitized text that can be searched and edited), full-text coding (retyping entire documents into a searchable format), and forms processing (capturing information from large volumes of structured forms, such as invoices).

KEY BENEFITS

+ Lower-cost document coding services
+ Advanced facility security systems, as well as the highest levels of data security
+ Quality infrastructure with world-class telecommunication networks and workplace facilities
+ Global reputation for excellence in communication skills and problem-solving abilities, combined with a deep knowledge of various markets and customs
+ Ability to provide a multinational solution

THE OFFSHORE ADVANTAGE

Canon can provide clients with efficient, secure and cost-effective document coding services through our offshore shared services center in the Philippines. This gives us the flexibility to image and index documents onsite, offsite or offshore, based on clients' needs. This location offers superior infrastructure, world-class amenities and security. To secure the workplace and storage areas, for example, the facility is equipped with biometric door access and closed-circuit cameras at the main entrance and secondary rooms. Backup electrical power and data connectivity are available 24x7. To enhance data security, Canon has incorporated standardized compliance rules and regulations to ensure that our customers' privacy and information is secured by implementing multiple procedures and policies that include limited internet access, restrictions on copying/printing documents, using mobile phones in the workplace and bringing personal belongings onto any workplace floor. Secure internet restrictions prevent any misuse of data, and limit outside communication to prevent data leakage.

DOCUMENT CLASSIFICATION

+Bibliographic coding
+In-text coding
+Optical character recognition (OCR)
+Full-text coding
+Subjective coding

For more information about how Canon Business Process Services can improve document retrieval at a lower cost, please call 1-888-623-2668.

1–888–623–2668

Advancing Business Performance to a Higher Level
Canon Business Process Services, Inc. offers a comprehensive portfolio of managed services and technology across information and document management, business process outsourcing and managed specialty staffing. Combining singular experience and process knowledge, Canon Business Process Services helps clients improve operational business performance while reducing costs and risks. Named a Global Outsourcing 100 Leader by IAOP for the past nine years, the company is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at www.cbps.canon.com.