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Analysis

Document Capture, Routing, and Management for the Legal, Healthcare, and Financial Industries

Author

Randy Dazo

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Abstract

In the past, the transformation from paper-based documents to digital was restrictive for large vertical markets such as legal, healthcare, and financial services because of compliance regulations. Today, these practices of utilizing digital documents have become more mainstream because of the overall benefits of digitization. Although there are many solutions available that address the capture and management of information, few can address these verticals directly with their specific solutions. This piece will examine these three vertical industries and talk about solutions from Omtool, Ltd. and how its solutions address these markets.

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www.infotrends.com

Headquarters:
97 Libbey Industrial Parkway
Suite 300
Weymouth, MA 02189
United States
+1 781 616 2100
info@infotrends.com

Europe:
3rd Floor, Sceptre House
7-9 Castle Street
Luton, Bedfordshire
United Kingdom, LU1 3AJ
+44 1582 400120
euro.info@infotrends.com

Asia:
Hiroo Office Building
1-3-18 Hiroo, Shibuya-ku
Tokyo 150-0012
Japan
+81 3 5475 2663
info@infotrends.co.jp

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Introduction

Document-intensive vertical industries such as legal, healthcare, and financial services are changing how their documents are managed and are implementing document workflow and management strategies to improve efficiencies in their businesses. In the past, laws and regulatory requirements restricted these industries from adopting document management systems because of privacy issues or issues surrounding maintaining original hard-copy documents. In every case, however, companies face office document-related challenges that are common to a wide variety of enterprises in addition to their own industry-specific challenges.

Now, regulatory requirements have been expanded to address paper and electronic documents. In general, workflow and document management systems offer these industries a better way to capture, transmit, retrieve, maintain, and communicate masses of information, improving the efficiencies of their business and the businesses around them. Each of these industries offer their own intricacies, regulations, and compliance issues that make them unique and, in some cases, very specialized in terms of the types of systems that can be implemented and the types of companies that can deliver the right solution. This report addresses each of these vertical markets, highlighting the opportunities and benefits of adopting electronic document solutions.

InfoTrends defines solutions as a set of software and services often accompanied by hardware that solves a specific business problem, improves a process, or creates a new business opportunity for a customer. We further break solutions down into four major categories:

- Device Management
- Document Output Management
- Document Capture, Creation, and Routing
- Document Management and Retrieval

For this particular paper, we will focus mainly on two of these categories with the following definitions:

- **Document Capture, Creation, and Routing Solutions:** This category includes scan-based document capture and routing applications as well as front-end workflow applications, particularly those enabled via a networked workgroup multifunctional peripheral (MFP) or scanner.
- **Document Management and Retrieval Solutions:** This category includes entry-level document management solutions, like workgroup document repositories with searching, indexing, retrieval, and other baseline document management and records management capabilities.

InfoTrends has been tracking and studying the legal, healthcare, and financial services industries for many years because of their rich and document-intensive backgrounds. The copier and printer industries have always closely examined these markets to understand their requirements for office equipment technology, but selling solutions is completely different from selling hardware. Solutions take on a whole new level of complexity as they relate to business process management and business-critical document workflows.

As mentioned previously, each industry has its own intricacies, vocabulary, and business processes that may require solutions providers to work with subject matter experts to deal harmoniously with these businesses. InfoTrends has closely studied the business of these markets as well as their processes and vocabulary, and has pulled many of the research elements of this report from various experts within organizations.

The Legal Industry¹

The legal industry can be segmented into private law firms, corporate legal departments, governmental and non-profit agencies, the court system, educational institutions, and other establishments that require legal expertise. The U.S. Census Bureau classifies the legal industry in the U.S. in terms of legal offices, title abstract and settlement offices, and other legal services. Those categories account for more than 185,000 establishments that generate more than \$180 billion in annual revenues, employ well over a million people, and support an annual payroll of over \$78 billion. More than 90% of those firms have less than 20 employees. Over 166,000 of those establishments are legal offices, where a person might go to get help with a land dispute or a divorce, prepare a will or other legal document, or seek defense against criminal or civil litigation. Establishments in this industry may provide expertise in a range of areas or in a specific area of law such as criminal law, corporate law, family and estate law, patent law, real estate law, or tax law.

¹ Excerpts from InfoTrends' BDS analysis document entitled *The Legal Industry: Opportunity Beyond a Reasonable Doubt*

Like most industries, the legal industry has developed its own specialized vocabulary. Through reviewing the following description of a typical case workflow, one can garner an understanding of the meaning of many of those specialized terms. When a case comes into a lawyer's office, a case file, or client matter, is established. These days, most law firms and internal legal departments have some type of case management or litigation management system. This is a database system that enables a legal professional to track all aspects of a client's matter, or specific client activity. Litigation, of course, refers to cases that might make their way into court for a trial, but a client matter can also be something as simple as a will or land deed. Each and every activity performed on behalf of the client is logged into the system for billing and tracking purposes. This includes legal hours, but it also extends to things like prints, copies, faxes, and even scans of documents.

As a case begins to develop, paper and electronic materials that are associated with the case are received. Paper-based materials are commonly scanned into the case management system so that all documents are available through a single portal. The original paper is often destroyed, but it might be kept for a variety of reasons, either in the office or at an off-site storage facility.

As attorneys prepare to go to trial, they undergo what is called discovery. This is exactly what it sounds like—they attempt to discover every piece of information the opposition has relative to the case. Discovery often results in the delivery of boxes of paper documents that must be reviewed. In the old days, the first step was to copy everything and return the originals to the other side. Paralegals then had to sift through all of these documents to find items that might be helpful to the case. These days, discovery materials are scanned into the case management or litigation management system so they can be reviewed electronically. They are often converted to text using optical character recognition (OCR) software so that legal professionals can search for specific keywords as they analyze the materials.

Documents are numbered to make it easier for legal professionals to find them as they work through a case. This is often referred to as Bates stamping, in which a unique set of numbers is applied to all documents in a case for easier identification at a later time. The documents are also coded, which means that a legal specialist must assign certain keywords, document types, or other identifying markers to each document to help classify them and/or make them easier to retrieve.

Both of these activities are often outsourced to a document service provider that specializes in the legal industry. Most of today's MFPs can scan documents and convert them to a format that can be uploaded to a case management system, and many can also automatically apply Bates stamping. Coding skills are a specialty that must be developed within a document services company that provides full litigation support services.

Finally, as attorneys go to trial, they need a myriad of document services, including support for the production of exhibits—which could consist of large display graphics, posters, copies of documents, or even computer animations recreating an accident or crime scene.

By understanding the critical trends facing the legal industry and being able to speak knowledgeably with legal professionals about mitigation of these critical issues, document service providers can position themselves as valued business partners and capture a share of the dollars this industry is spending on its digital transformation.

Legal practitioners are:

- Shifting to electronic delivery and management of internal and external documents to comply with government regulations and changing requirements in the courts, and also to decrease the deluge of paper and reduce costs
- Implementing document and case management solutions to gain better control over case-related materials
- Scanning litigation discovery materials to make it easier to review and analyze matter-related information with the potential of uncovering the “smoking gun” that will help them win their case
- Looking for outsourcing partners that can help them more effectively manage many of their document processes

Corporate legal departments are bringing more legal work in-house to reduce the high costs of outside legal counsel, and they are demanding implementation of technology on the part of their outside legal firms as those firms deploy more technology internally. Law departments are taking advantage of e-billing systems to more closely analyze the costs of doing business and to better manage their outside counsel, and they are relying on extranets to access the knowledge-base residing with outside counsel and to provide outside counsel with electronic access to corporate materials.

Healthcare²

Significant opportunities exist within the healthcare industry for organizations involved in fulfilling the printing, content and document management, and distribution needs of companies in this field. It is imperative that healthcare organizations employ technology to streamline operations, improve patient care, and build a safer healthcare system. According to the Institute of Medicine, medical errors are the eighth leading cause of death in the United States, contributing to more than 98,000 deaths and one million injuries annually. These statistics underlie other critical issues, according to information provided by Deloitte in a publication entitled Promoting Physician Adoption of Advanced Clinical Information Systems, namely that the resulting toll on hospitals is significant. The publication states, “Liability costs for adverse events are estimated to be in the billions and they are compounded by the loss of patient trust in the healthcare system as well as diminished staff satisfaction and low morale.”

The implementation of information technologies and practices presents healthcare providers with the opportunity to reduce overall healthcare expenses by decreasing the costs of completing administrative and clinical transactions. Furthermore, these technologies can help eliminate duplicative efforts by electronically capturing, storing, manipulating, and managing volumes of information that can be used to accomplish multiple tasks. In addition to containing costs, computerized systems such as patient records management enable healthcare providers to improve patient care by streamlining clinical processes, creating a seamless flow of information, and providing real-time access to patient information at the point of care. The ultimate benefits include an integrated, multidisciplinary departmental and system-wide workflow; online, immediate access to clinical data; elimination of redundancy, errors, and unnecessary variations; standardized clinical documentation and data; online, just-in-time contextual references; and standardized reports for clinical, quality, cost, and performance indicators.

² Excerpts from InfoTrends' White Paper entitled The Healthcare Industry: The U.S. Document Services Opportunity

For example, service providers with products and services that address the following areas will likely find opportunities in the healthcare sector:

- **Computer-based patient records:** Digitizing, capturing, and compiling all clinical and administrative information related to the care and treatment of a single patient
- **Data warehousing:** Storing sizeable volumes of clinical, financial, and operational information that is easily accessible to healthcare practitioners
- **Document management:** Scanning, electronically storing, and managing documents that can be easily accessed and shared by practitioners in various geographic locations
- **Secure information management:** Internet and intranet solutions that enable the secure integration and communication of information from numerous locations

Additional opportunities exist for providers of digital capture, document, and content management products and services. Healthcare organizations are drowning in a sea of bureaucratic regulations, and the list of pending directives continues to grow. These organizations are required to comply with numerous state and federal initiatives in a variety of areas due to state and federal mandates regarding information pertaining to patient services disclosures and the disclosure of prescription drug pricing policies.

Products and services that help healthcare providers capture the necessary information and securely present and distribute it in compliance with these regulatory requirements are in demand. The healthcare industry presents a broad spectrum of opportunity for scanning, content, and document management providers. They include:

- Data capture, manipulation, management, and hosting
- Document and content creation
- Document communication and transmission
- Document and content storage
- Document workflow and content management
- Information and communication security
- Repeated printing of documents such as forms and transaction documents
- Document and content revision and modification
- Varying levels of customization, personalization, and nationalization/localization

Financial Services³

The U.S. financial services industry generates revenues of nearly one and a half trillion dollars annually and covers a wide spectrum of businesses, including stock brokers, loan providers, banks, mutual fund providers, brokerage houses, online services, and the financial services divisions of other operations. It services small, independent businesses all the way up to very large corporations. In between are local and regional banks, credit unions, and investment firms.

³ Excerpts from InfoTrends' BDS document entitled *The Financial Services Industry: Show Me the Money!*

According to the U.S. Census Bureau, the U.S. financial services industry consists of nearly 269,000 establishments that generate revenues of nearly \$1.4 trillion and employ approximately 4.1 million people. The financial services industry faces extraordinary challenges in an increasingly unpredictable business environment.

The financial industry has its own critical trends. By understanding these trends and being able to speak knowledgably with industry executives about these issues, document service providers can position themselves as valued business partners that can solve specific issues, thereby capturing a share of this industry's very significant spend.

Financial services firms are in constant contact with their customers and prospects. They send statements, transaction confirmations, and regulatory notifications, and they also communicate regarding the status and performance of accounts, investments, and potential investments. In addition, they offer many services and products to their customers.

The financial services industry presents opportunities for document services providers to offer printing as well as augment printing with value-added services related to the management of documents and other content. Executives in the financial services industry are concerned about:

- Data capture, manipulation, management, and hosting
- Document workflow and content creation and management, including content storage
- Information and communication security (faxing, etc.)
- The repeated printing of documents such as forms and transaction documents
- Varying levels of customization, personalization, and nationalization/localization

The Omtool Solution

Regardless of the industry, Omtool, Ltd. can help businesses integrate business processes that include the exchange of hardcopy and electronic documents. Omtool solutions minimize risks by preserving the security of high-value documents, increase productivity through user-friendly designs, reduce costs by improving productivity, and meet emerging business and compliance requirements by integrating paper into the corporate electronic information infrastructure. Building on the horizontal nature of its document capture technology, Omtool delivers solutions to address vertical-specific requirements.

Omtool Solutions for the Legal Market

Omtool's customers include 45% of the top 100 law firms in the country and well over 200 legal firms. The company's vertical-specific extensions for the legal market offer law firms, corporate counsels, district attorneys, public defenders, and other criminal-justice participants document and information capture and handling solutions that bring efficiency, speed, and cost-effectiveness to their documents. AccuRoute, Omtool's flagship solution, is currently being used by law firms for a variety of purposes, including case management, contract management, cost recovery, disaster recovery, document and records management, e-filing preparation, and litigation support.

Case Management

Case management systems help legal professionals organize large volumes of information (such as data, documents, and events), systematize and standardize office procedures to ensure consistent processes and better results, and automate tasks like creating and delivering documents or reports.

AccuRoute is an ideal complement to case management in that it tracks and records each phase of delivery and confirming final delivery. The result is a time-stamped, server-based audit trail of where each document came from, what was done to it, and where it went, along with an archived copy of the message and attachments.

AccuRoute can route all confidential case-related communications, whether paper or electronic, through the AccuRoute Server. This provides companies with a definitive, validated history of the document transaction and an archive of the document as it was delivered, in the form that it was delivered.

Contract Management

One of the most consistently difficult management challenges facing corporate counsel is controlling the flow of numerous mixed-mode (paper and electronic) contracts. Companies need to create a single master contract record that aggregates all relevant information from disparate sources at various times. Lapses or failures can mean millions of dollars in lost opportunities as well as significant legal ramifications.

Today's contract management solutions deal effectively with electronic documents, but they often fall short when it comes to paper-based and/or faxed materials. Omtool's AccuRoute provides an exceptionally valuable solution for contract management through its ability to capture, deliver, and manage paper and electronic documents. It centralizes critical contract information and conveniently stores, shares, and exchanges content while streamlining and accelerating contract management processes. AccuRoute facilitates contract management by integrating paper and electronic documents, improving a company's ability to meet strict regulatory compliance requirements, enabling contract and/or contextual access, strengthening document integrity, streamlining operations, and improving document security.

Cost Recovery

Cost recovery is an important technology for law firms and professional services organizations to enable client billing for specific tasks. Omtool provides an integrated solution that ties together the cost recovery and tracking capabilities of popular cost recovery systems (such as Billback, Copitrak, Equitrac, or nQueue) with the document capture, compression, conversion, and distribution features of AccuRoute. This integration enables walk-up users to access advanced scanning capabilities within the scan-enabled MFP, providing efficient matter-centric cost recovery processes.

Disaster Recovery

Paper-based client and case records are extremely volatile. To recover quickly and effectively, companies must replicate and securely store documents off-site. Many organizations are opting to capture these hard copies and store them in document management or archival systems so they will have immediate access in the event of a disaster.

Through its ability to capture, deliver, and manage mixed-mode documents, AccuRoute provides a valuable solution for protecting documents and ensuring that they are secure and available in the event of a disaster. AccuRoute centralizes critical legal documents and conveniently stores, shares, and exchanges content while streamlining and accelerating the recovery and continuity of a firm after a disruption. AccuRoute facilitates disaster recovery through comprehensive document retention, stronger document integrity, tighter information security, and easier document access.

Records Management

In the past, paper and electronic images of documents were stored separately. The challenge existed in being able to quickly locate and retrieve those paper documents when they were stored in cavernous warehouses amongst millions of other paper documents. With the record integration features of AccuRoute, these documents are barcoded to quickly and electronically identify a document from within a record management system (RMS) and locate the physical file.

For example, customers can use AccuRoute's "print for rescan" option for documents needing a signature or other manual information by printing the original from their RMS with the required routing (cover) sheet attached. Once the signature is applied, the document is ready to be rescanned, automatically saving it to its proper location while simultaneously distributing it to the required recipients.

Omtool works closely with partners such as Accutrac (now Iron Mountain) and Interwoven to provide tightly integrated, matter-centric (as with Interwoven) document capture, management, and records management solutions. From the first introduction of a paper document through the profiling and conversion (scanning to text-searchable PDF) stages to ensuring that the physical record can always be located, these combined solutions provide one environment from which users can manage the complete document lifecycle from end to end.

e-Filing Preparation

Responding to the most basic requirements of e-filing – electronic delivery of compressed PDFs – AccuRoute unifies document distribution, treating courthouse e-filing systems simply as new document destinations. AccuRoute's ability to convert documents to text-searchable PDFs, compress them, split them (based on file size or page count), and deliver them to multiple locations in multiple formats can make e-filing part of the standard case document distribution process, saving law firms time and money. With AccuRoute, there is no need to invest in additional PDF creation software since this functionality is already embedded within AccuRoute.

Litigation Support

Specialized systems – including litigation support systems such as Concordance, CT Summation, and FTI Ringtail – can create case databases that enable users to access and search documents quickly and produce content for co-counsel or opposing counsel.

AccuRoute integrates with litigation support systems and gives users the tools to import content into those systems. Through its ability to capture, deliver, and manage mixed-mode documents, AccuRoute provides a valuable solution for litigation support. It centralizes critical case information and conveniently stores, shares, and exchanges content (including with co-counsel and opposing counsel) while streamlining and

accelerating litigation management processes. AccuRoute can be used to integrate paper and electronic documents, enable record and/or contextual access, strengthen document integrity, streamline operations, and improve document security.

Omtool Solutions for the Healthcare Vertical Market

Healthcare organizations depend on timely and accurate information to meet patient care standards and increasing financial pressures. While balancing the need for accessibility with security, AccuRoute for Healthcare provides a platform for secure document capture, conversion, delivery, and archiving for healthcare providers. AccuRoute has a variety of important uses by healthcare providers including claims management, document imaging, forms automation, and patient information access.

Community- Wide Scheduling

Major healthcare facilities invest millions of dollars to deploy and offer leading-edge diagnostic and treatment centers, laboratories, and other facilities – from MRIs and nuclear medicine to cardiology labs or basic radiology. To make the most of those investments, medical centers need efficient and compliant ways to process the hundreds of faxed scheduling requests that administrators receive every day. They must ensure that these requests reach the right people at the right time to minimize schedule gaps and ensure HIPAA compliance.

To give hospitals a smarter way to automate the distribution and delivery of specific “Request for Exam and Consultation” requisition forms to appropriate internal groups, Omtool offers AccuRoute to support community-wide hospital scheduling of clinical resources and facilities. Here, AccuRoute serves as the document delivery hub that collects requisitions from various sources (primarily fax, but also hardcopy interoffice mail or e-mail), parses and processes them, and passes the documents to the various scheduling administrators of the various constrained resources of the hospital.

AccuRoute is an ideal complement to hospital scheduling systems in that it provides a time-stamped, server-based audit trail of where each requisition came from and where it went, along with an archived copy of the message and attachments. AccuRoute routes these confidential communications, whether paper or electronic, through the AccuRoute server. This provides a definitive, validated history of the document transaction and an archive of the document as it was delivered, and in the form that it was delivered. With AccuRoute, hospitals can achieve patient safety, stronger privacy compliance, greater efficiency, and lower costs in their scheduling activities.

Claims Management

The required documentation to support the claims management process is typically stored in multiple on-site and off-site locations, in different applications, and in a variety of paper and electronic formats. The inability to quickly and easily access the necessary documents creates delays that ultimately impact the insurance reimbursement and associated revenue cycle as well as hospital and patient satisfaction. Omtool’s solutions help control rising costs, slow reimbursement/cash collection, and lessen claim denials and accounts receivable days.

Omtool's software applications are designed to support internal operations and improve revenue-cycle performance by enabling an unrestricted flow of essential information to appropriate clinicians and billing

staff for timely billing of services and support of claims. As a result, claims are paid more quickly, denials are reduced, off-site storage costs are reduced or eliminated, and customer issues are handled more efficiently.

Patient Registration

The account lifecycle begins with the registration process. Capturing the correct patient and insurance eligibility information up front decreases and/or eliminates denials and rework on the back-end that leads to increased accounts receivable days. Omtool's Image-In Point of Service prompts the registrar to capture pertinent identification photos and other patient-related documents and signatures. These elements may include patient identification, insurance cards, payer authorization, driver's license, electronic signature of consent, Medicare, and other forms used to support the adjudication process. Benefits include the following:

- Workflow is automatically determined by unique patient type, insurance, and/or specific departmental document requirements
- Each document is automatically indexed to the patient's "electronic folder" when the patient account and medical record numbers are automatically received from the host registration system
- A rules-based capture sequence ensures that each image is tagged with the appropriate document ID before it is submitted to the archive, eliminating manual intervention by the registrar
- The "Preview Mode" feature displays previously captured images, eliminating the need to scan duplicate documentation while monitoring existing documents for currency compliance
- Images are then immediately available for viewing by authorized users in the business office and throughout the organization

Document Imaging

There are 1 million new documents created each minute in the healthcare sector, which translates to 500 billion documents annually. As hospitals struggle to find space for medical record storage (on and off-site) and replacements for antiquated methods of converting paper into alternate formats such as microfiche/microfilm to meet retention regulations, the associated costs continue to mount..

Recent studies indicate that 10% of paper documents will be lost permanently or temporarily misplaced at some point during their lifecycles. More paper means an increased level of difficulty when trying to access the necessary documentation to properly treat the patient. At a minimum, this means that staff members will likely spend a significant amount of time locating, storing, and tracking paper documents.

For registration, clinical documents, and the overall business office, the combination of Omtool's Image-In Point of Service, ADT eForms, Image-In Clinical, and Image-In Business work together to solve even the most complicated document imaging issues.

Omtool Solutions for the Financial Vertical Market

Financial services organizations rely on AccuRoute to meet privacy initiatives, adhere to strict compliance requirements, and integrate large volumes of paper-based and electronic documents into content management and document management systems.

Corporate governance issues have led to broad regulatory frameworks that require companies to re-examine how they handle corporate documents (paper and electronic) as well as their associated information management infrastructure.

These regulations affect all publicly traded organizations, but they have a special impact on financial services companies. As a result, many are implementing rigorous document retention policies based on specific compliance requirements such as Sarbanes-Oxley, Gramm-Leach Bliley, the Security Exchange Act of 1934, and Anti-Money Laundering (AML) statutes to ensure that required documents are retained (and immediately accessible) for the specified period of time.

In the wake of recent natural disasters, financial services firms have re-examined their business continuity and security strategies to more effectively manage paper flows and ensure fast resumption of operations. Omtool offers three main services for the financial services vertical market: business continuity, compliance, and contract management.

Business Continuity

Paper-based corporate records are extremely volatile. To recover quickly and effectively, financial firms are beginning to consider replicating and storing documents in a secure, off-site location. Many organizations are opting to capture these hard copies and store them in document management or archival systems so they will have immediate access in the event of a disaster.

Through its ability to capture, deliver, and manage mixed-mode documents, AccuRoute provides a valuable solution for protecting documents and ensuring that they are secure and available even when disaster strikes. AccuRoute centralizes critical documents and conveniently stores, shares, and exchanges content while streamlining and accelerating the recovery and continuity of a business after a disruption. AccuRoute facilitates disaster recovery through:

- Comprehensive document retention
- Stronger document integrity
- Tighter information security
- Easier document access

Compliance

In the wake of evolving regulatory frameworks such as Sarbanes-Oxley, Gramm-Leach Bliley, the Security Exchange Act of 1934, Anti-Money Laundering (AML), and the USA-PATRIOT Act, virtually all financial services providers are revisiting their document handling and retention policies. The goal is to balance regulatory compliance requirements with the equally important need of efficiently searching, accessing, and sharing documents.

AccuRoute responds to these compliance challenges by capturing content from various sources (hard-copy, e-mail, fax, or data streams), processing it (e.g., converting from one format to another and compressing it), composing it (e.g., adding cover pages and merging documents), and passing the finished product to the various delivery destinations. Those can be recipients, output devices, or electronic content management systems that can index, manage, and quickly retrieve copies of all documents to comply with regulations such as SEC 17a.

Contract Management

Today's contract management software solutions deal effectively with electronic documents, but they are handicapped when it comes to dealing with paper-based and/or faxed documents. Effective and efficient contract management processes must encompass all types of paper and electronic documents.

AccuRoute delivers the platform for enterprise document capture, conversion, distribution, and archiving that best enables businesses to handle complex contract distribution, routing, and storage requirements efficiently and cost-effectively. By integrating paper and electronic documents into a single, efficient, and managed system, the combined technology enables users to define document distribution requirements and accomplish multiple, complex document routing tasks easily, while providing the company with increased control over the contract management process, all from the user's desktop.

Conclusion

The legal, healthcare, and financial services markets are very intricate vertical industries that each require different knowledge and expertise levels. Vendors must address the specific needs and requirements of these markets regarding digital documents, and they must also understand the industry-specific languages, compliance issues, and environments that surround document capture and management.

When it comes to digital workflow, there are not many solutions available on the market today that effectively address each of these vertical markets. Omtool has a suite of solutions that address each of these markets as well as extensive experience and expertise working in these industries, strongly differentiating its solution from those that focus on the general business market.

In today's fiercely competitive marketplace, it is important to demonstrate a strong value proposition that helps customers choose the right solution. With the right product, marketing, and sales tools as well as a history of vertical market experience, Omtool delivers a complete and solid set of solutions to solve digital workflow initiatives for these vertical markets.

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