

**RICOH**

# ACCURACY

## Ricoh and DocuLex collaborate on improving OCR accuracy for Ernst & Young

### CHALLENGE

- Improve OCR accuracy and eliminate multi-step manual process with offshore labor
- Achieve TCO reduction and regulatory compliance
- Replace inefficient batch scan process on existing Xerox platform with faster, less costly workflow

### SOLUTION

- Using DocuLex Archive Studio and Ricoh MP 7001 SPs, we built an application that:
- Provides a more accurate OCR engine
- Automates workflow for tremendous cost and labor savings

### RESULT

- Accuracy is now 97%
- The solution is being duplicated in other departments
- Ernst & Young has ordered 10 additional licenses

**ERNST & YOUNG IS AN EXISTING RICOH CUSTOMER. THEIR DALLAS OFFICE HAD AN URGENT NEED TO IMPROVE OCR ACCURACY. THE BATCH SCAN PROCESS THEY'D BEEN USING ON THEIR XEROX PLATFORM WAS INEFFICIENT ON SEVERAL FRONTS:**

- **IT DELIVERED POOR OCR ENGINE RESULTS**
- **HAD A COMPLEX, MANUAL PROCESS THAT REQUIRED BULK DATA TRANSMISSIONS**
- **AMPLIFIED TIME, LABOR AND COST BY THE NEED TO OFFSHORE THE MANUAL FILE SCREENING PROCESSES**

### Building a better model

Ricoh's strategic partner, DocuLex, designed software that would help Ernst & Young meet their goal — to OCR a Pre-Screening Notice and Certification Request for IRS form 8850. The solution addresses compliance issues for the client who must store these records accurately and within a specified timeframe.

DocuLex CEO David Bailey said "The client no longer has to build the index document and manually search the large, composite PDF to extract out each 8850 set. Our automated process has a significant impact on workflow, accuracy and cost.

### A before and after snapshot

For this project we had to build a simpler, more accurate system. "When we started," said Ellen Graham, Ricoh Solutions Engineer, "the client had to scan documents and then send to India where all the indexing was done manually. There were no search engine capabilities and no audit trail."



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## Before

1. DOCUMENT SETS SCANNED TO A FILE SHARE
2. THE BATCH OCR'D TO A LOCAL WORKSTATION TO CREATE SEARCHABLE FILE
3. DOCUMENT SCANNED FOR 3 DATA ELEMENTS FOR EACH SET: EMPLOYEE NAME, SS AND COMPANY
4. OCR'D PDF AND LIST SENT TO INDIA
5. A CONSULTANT SEARCHED THE PDF
6. THIS REQUIRED NAVIGATING DOWN A MICROSOFT DIRECTORY STRUCTURE THE PROCESS HAD TO BE REPEATED THROUGH THE LIST AND ANY EXCEPTIONS NOTED FOR INVESTIGATION

## After

1. THE DOCUMENT BATCH IS SCANNED TO A FILE FOLDER
2. DOCULEX GOBY CAPTURE IDENTIFIES RELEVANT DATA AND GENERATES A PDF WITH EMPLOYEE NAME, SS AND COMPANY
3. "EXCEPTION" DATA IS SAVED, NAMED AND DROPPED INTO A FILE FOR PROCESSING
4. THE EXCEPTION FILE IS SEARCHED BY DOCULEX WEB-SEARCH TO VERIFY DATA, THEN RENAMED AND DROPPED INTO THE APPLICATION FILE STRUCTURE

## ONSITE TESTING WAS THE KEY TO SUCCESS

"We had some bumps early on," said Sergio Espinosa of Ernst & Young. "Varying file formats made it difficult to achieve our goals. But once onsite, the team analyzed document templates and fixed the problem." DocuLex created electronic filters to flag data, enabling the system to sort good data from bad. Said David Bailey, "By setting up electronic rules, we automated the search process and created efficiencies. Labor costs are virtually eliminated. And with fewer eyeballs on the document, security is improved. And accuracy? It's at 97%"

— ERIK BURKLE, MARKETING

## ABOUT THE CUSTOMER

Ernst & Young is one of the largest professional service firms. A global leader in assurance, tax, transaction, advisory services and growth markets, the company has about 100 offices throughout the U.S. and Puerto Rico.

## SUMMARY

### The client says it best

"We're truly impressed with this collaboration," said Ernst & Young's **Sergio Espinosa**. "The Ricoh machines are incredible — easy, fast and efficient. And we can't say enough for their service."

As for DocuLex, they went above and beyond to tailor a solution that really delivers."

Ricoh won the business for several reasons:

- Our MP 7001 SPs offered superior performance to the existing Xerox platform

DocuLex Archive Studio allowed us to design a customized solution that improved accuracy, eliminated the need for manual file indexing and reduced cost.

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