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MACHOL&JOHANNES LLC
ATTORNEYS AT LAW

Manual Data Entry Replaced with Advanced Data Extraction

Machol & Johannes Fixes Paper Problem with PSIGEN's PSIcapture

Machol & Johannes, LLC is a Denver, CO based full service debt collection law firm. Employing 150 professionals, Machol & Johannes provides representation in collection, bankruptcy and creditor rights. Clients include major credit card and insurance companies, the City and County of Denver, the Colorado State Government, local banks and many more.

The Problem

Machol & Johannes receives a banker's box of new documents daily, which must be scanned and indexed to be made digitally available in their electronic database. The documents include 81 unique form types, with each needing to be indexed according to an important eight-digit client number found somewhere on the page.

Depending on the form, this number is located in different areas and among various text, and is often a challenge to even find with the human eye. Spending time hunting for and keying in the number manually was not only time consuming, but also left room for error. With several designated employees invested in this process, the up to 100,000 documents received monthly made it virtually impossible to maintain the workflow. "Because we were so backlogged, our users and database never had updated information. We were always behind," said Lori Byrd, Administration Manager. "Our whole company was affected in one way or the other by the long turn-around time for scanning and coding." With the constant flow of incoming paper, scanning and indexing manually was time intensive and disorganized. Adding even more employees to the workflow was still unsuccessful in softening the predicament, leading Machol & Johannes to seek another way to automate their document processing.

Solution Requirements

The accumulation of paper and the time lag in getting documents scanned and indexed were the firm's prevailing problems. Modifying the workflow to improve efficiency and automation was a main priority. They envisioned a fully automated capture system where paper documents could be converted easily to a digital database without extreme effort, extensive employee time or a growing backlog. Additionally, Machol & Johannes aspired to provide employees with an up-to-date storage location where documents could be located and retrieved instantly.

CAPTURE

INDEX / QA

After documents are scanned into the Canon DR9050, they are uploaded into PSIcapture's user interface for processing.

The ADE module converts the page to searchable text, then looks for particular matching patterns.

Matching expressions are analyzed and mapped into specified document index fields automatically.

The PSIGEN Solution

With the investment of a single concurrent PSIcapture license and a Canon DR9050 scanner, the paper load at Machol & Johannes is now drastically more manageable. PSICapture's Advanced Data Extraction (ADE) capability has been the main tool for creating a simplified and more efficient workflow.

In conjunction with the Optical Character Recognition module (OCR), this powerful expression-matching engine provides the ability to parse, search and extract specified data from all types of dynamic documents, all without any end-user intervention. After documents are scanned, PSIcapture converts each page to text, then searches for the specified eight character pattern to determine the location of the client number. Once located, the software automatically extracts it from the page and maps it to the defined document index field.

"It is much smoother. We now have the documents prepped and have them scanned quickly. The automatic coding is helpful, since we can spend less time on coding and more time on scanning," said Byrd. Following the automatic indexing, PSIcapture converts the documents into searchable PDFs and migrates them to the company's document management system, where they are stored and easily retrievable.

Conclusion

PSIcapture's ADE functionality has given Machol & Johannes an onramp for scanned documents, providing automation, standardization and efficiency. With the software's incredible flexibility and power to examine, analyze and search text to identify sought-after data, the client number is successfully located and accurately indexed over 99% of the time. This has eliminated the backlog and afforded employees the freedom to focus on more substantial tasks.

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Solution Components in Summary:

Capture Software:	PSIGEN PSI**capture** Enterprise Workstation with ADE
Content Repository:	Machol & Johannes Database
Scanners:	Canon DR9050 Scanner