Autonomy TeleForm

Nowhere is the need for automation, visibility and control greater than in the document-driven processes that power business in the modern enterprise. Whether it's the service requests in Financial Services, the work orders in Manufacturing or the invoices in Accounting, more than 80% of all business documents and forms are still processed manually today.

Autonomy TeleForm is the only solution to combine world-class information capture with Meaning-Based Computing (MBC) technology, successfully integrating people, paper and processes. It offers the unrivalled flexibility to capture information from document and form paper-based sources and seamlessly incorporate it into secure, automated business processes.

Capture Information Automatically

Autonomy TeleForm delivers a complete range of alternatives for capturing paper and electronic forms and documents from distributed knowledge workers or external customers and partners, via fax, email, internet, postage, scanners and mobile devices.

Classify and Extract Information Rapidly

Forms and documents come in all different formats with complex variances, and many of them are generated outside the enterprise and beyond its control. TeleForm uses a robust suite of identification methods to automatically sort scanned documents into “virtual piles” for further processing without any human intervention.

Manually keying data from forms and documents into business systems is time consuming, costly and error prone. The potential for compliance or privacy violations due to operator error is high. TeleForm automatically reads hand print, machine print, optical mark, barcodes and signatures and extracts information automatically from any document type including semi-structured and unstructured documents such as loans, contracts and invoices. Autonomy customers consistently experience a 60% - 80% reduction in the costs associated with manually typing data from paper forms and documents.

Intelligent Information Validation

Often the data contained in forms and documents is inherently inaccurate or difficult to read, a problem which intensifies as that data travels through business processes. With TeleForm, automated information processing functions can be easily defined via point-and-click interfaces to ensure the data entering enterprise systems is complete and accurate.

Maximize Security and Enforce Compliance

Autonomy customers use TeleForm in their most mission critical applications where the reliability and security of the system are paramount. Applications such as clinical trials and many financial services applications require that any and all changes or interactions with the data and system be recorded. TeleForm provides built in functions to record all requisite audit data, including system administration, operator interactions and software induced changes and allows for signing data and image sets.

Benefits

- Eliminate manual tasks and automate data entry to drive rapid ROI and cost savings
- Accelerate the processing of incoming documents with automatic document classification
- Reduce business risk by converting paper-based information into visible and actionable data
- Compliance and visibility with automatic audit logging of all activity and information
- Improve control of operations and cash flow by accelerating business cycle
- Gain advantageous financial terms based on improved accuracy and productivity
- Enhance records management through automatic classification and indexing of documents

“This system has had so many benefits for us. It has enabled us to spot problems more quickly and easily and it has reduced our workload. It has really paid dividends”

—Rick Faulkner, Health and Safety and Environmental Advisor, Chevron
Define Intelligent Business Processes

 Typically, a paper form or document is just the first step or a supporting step in a complex business process and in many cases that paper follows the workflow at each step. The ability for TeleForm customers to seamlessly and easily combine paper forms and documents with electronic business processes allows them to accelerate business significantly and reduce costs in order to outpace the competition.

Scale Without Limits

TeleForm delivers enterprise-class high availability, scalability and comprehensive system management tools. The result is uninterrupted service and critical processes that are always available.

Core System Components

Form Designer
A point-and-click application for easily implementing automated forms processing and document capture.

Capture, View and Index Non-Image File Types
Supports viewing of word processing, spreadsheet, presentation and other formats without the native file application.

Content-based Classification
Automatically classifies and sorts forms and semi- and unstructured layouts via barcode, form identification, full page keyword, phrase and concept-based identification algorithms.

Automatic Data Extraction
Automatic and user guided (freeform) extraction of key indexes from forms and semi- and unstructured layouts.

Data Validation
Extracted data can be automatically validated using: dictionaries, format checking, database and business systems to increase data accuracy.

Document Package Handling
Allows multiple levels of association for forms and documents within a batch.

Anytime QC
Enables image manipulation, reclassification and indexing at any time from scan to commit.

Verification Application
Verification personnel can intuitively and efficiently validate classification and extraction results with ease.

Auditing and Tracking
Logs and tracks: all system and security changes, and interactions between people, systems, images and associated data.

Digital Record Signature Support
Provides ability for a user to digitally sign records associated with views and changes made to data.

Print Merge Application
Merges electronic data onto forms for automated printing and faxing.

Automated Workflow
Paper-originated forms and documents can easily and rapidly feed into electronic-based processes.

Flexible Export Interfaces
Automatically delivers data to more than 300 business systems.
Processing semi-structured and unstructured document and content

**Autonomy Intelligent Document Classification (IDC) and Intelligent Document Recognition (IDR)**

The TeleForm framework is based on the Autonomy Intelligent Data Operating Layer (IDOL) platform. The unified platform provides a seamless environment for a wide variety of solutions including IDC and IDR processing of structured and unstructured content.

Autonomy IDC automates high-volume scanned document classification by leveraging the power of IDOL to understand the meaning of the documents based on the concepts they contain. Moving beyond traditional document classification approaches, TeleForm IDC represents the next step in enabling the real-time classification of business documents and forms moving through an organization, accelerating processing as part of key business workflows.

Unlike traditional approaches to classification that rely on hand-coded rules or image comparison, TeleForm automatically sorts forms and semi- and unstructured documents via a variety of techniques such as barcode, form identification, logos, keywords and concepts, ensuring all documents are classified in context and with utmost accuracy. Autonomy’s accuracy is rooted in highly sophisticated pattern-matching process that is based on concepts to categorize documents and automatically insert tag data sets, route content or alert users to highly relevant information pertinent to the user’s profile. Eliminating the requirement for human intervention or pre-tagging prevents the errors and inconsistency that are frequently associated with manual classification.

The Autonomy IDR solution automatically extracts index and field information from paper-based documents of nearly any format including invoices, EOBs, contracts, loan documents and others without human intervention. Leveraging the power of IDOL, Autonomy IDR is able to automatically identify the precise nature of any document and extract individual fields, multiple lines or tables of information.

Autonomy IDR is purpose-built for high volume, enterprise-scale applications where security, audit, compliance, scalability and high availability are critical to the business. When deployed with Autonomy’s business process automation solution, exceptions and approvals can be handled in real-time ensuring that all information is fully authenticated and accurate before moving into its associated line of business system or database.

Capture and process information in a way that improves efficiency, manages complexity, allows rapid change, enhances productivity, and reduces cost.
Autonomy IDC and IDR Features and Benefits:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Unified platform</td>
<td>Process both structured forms and unstructured documents utilizing the same TeleForm, IT and personnel resources</td>
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<tr>
<td>Multi-modal document classification</td>
<td>Removes the need to manually sort documents while providing maximum flexibility and accuracy of classification</td>
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<tr>
<td>Meaning-based document classification</td>
<td>Automatically classifies documents based on an automatic understanding of its content</td>
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<tr>
<td>Field, multi-line and table data extraction</td>
<td>Significantly reduces the labor intensive manual keying of information from documents.</td>
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<tr>
<td>User guided data extraction (freeform)</td>
<td>Reduces the need to key missed information by allowing user to click on missed text which requires extraction</td>
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About Autonomy

Autonomy Corporation plc (LSE: AU. or AU.L), a global leader in infrastructure software for the enterprise, spearheads the Meaning Based Computing movement. It was recently ranked by IDC as the clear leader in enterprise search revenues, with market share nearly double that of its nearest competitor. Autonomy’s technology allows computers to harness the full richness of human information, forming a conceptual and contextual understanding of any piece of electronic data, including unstructured information, such as text, email, web pages, voice, or video. Autonomy’s software powers the full spectrum of mission-critical enterprise applications including pan-enterprise search, customer interaction solutions, information governance, end-to-end eDiscovery, records management, archiving, business process management, web content management, web optimization, rich media management and video and audio analysis.

Autonomy’s customer base is comprised of more than 20,000 global companies, law firms and federal agencies including: AOL, BAE Systems, BBC, Bloomberg, Boeing, Citigroup, Coca Cola, Daimler AG, Deutsche Bank, DLA Piper, Ericsson, FedEx, Ford, GlaxoSmithKline, Lloyds TSB, NASA, Nestlé, the New York Stock Exchange, Reuters, Shell, Tesco, T-Mobile, the U.S. Department of Energy, the U.S. Department of Homeland Security and the U.S. Securities and Exchange Commission. More than 400 companies OEM Autonomy technology, including Symantec, Citrix, HP, Novell, Oracle, Sybase and TIBCO. The company has offices worldwide. Please visit www.autonomy.com to find out more.

Common Customer Applications

<table>
<thead>
<tr>
<th>Legal</th>
<th>Case documents, client engagements, contracts</th>
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<tbody>
<tr>
<td>Accounting</td>
<td>Expense reports, invoices, statements, purchase orders, time cards</td>
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<tr>
<td>Customer Service</td>
<td>Order forms, warranty claims, service requests, consultation forms, work authorizations</td>
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<tr>
<td>Human Resources</td>
<td>Applications, enrollment, evaluations, request forms, consent forms</td>
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<tr>
<td>Marketing</td>
<td>Surveys, research test forms, event registrations, product evaluations, entry forms, questionnaires</td>
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<tr>
<td>Production</td>
<td>Work orders, requisition forms, shipping, receiving documents</td>
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<td>Industries</td>
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<tr>
<td>Education</td>
<td>Student applications, test results, financial aid</td>
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<tr>
<td>Healthcare</td>
<td>Claim forms, prescription orders, patient encounter forms</td>
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<tr>
<td>Pharmaceutical</td>
<td>Case Report Forms (CRF), patient surveys, research forms</td>
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<tr>
<td>Finance</td>
<td>Loan applications, credit reports, new accounts, claims, reimbursement forms</td>
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