

OCR FOR ANYDOC® IS THE KEY TO SUCCESSFUL GROWTH FOR BERKHEIMER OUTSOURCING

At A Glance

BERKHEIMER OUTSOURCING

Industry

Service Bureau

Challenge

Each day, in order to meet client service agreements, critical information must be quickly and accurately captured from more than 150,000 documents. A time-consuming paper shuffle where documents were temporarily filed and retrieved for archiving – and included tedious manual data entry – had to be replaced with an automated solution to keep pace with company growth.

Solution

Incoming documents are immediately scanned, creating electronic images for digital archive and retrieval. OCR for AnyDoc has virtually eliminated data entry, and existing client databases are used to auto-verify captured data for increased data accuracy and speed. With auto-indexing, staff can retrieve documents directly from their desktop.

Benefits

- Processing has expanded from 500,000 tax documents per year to more than 10 million different documents annually, a 2000% increase.
- An estimated 5 times the current number of employees would be required to process client documents if OCR for AnyDoc was not in place.
- Auto-indexing has minimized time-consuming filing and document retrieval time.
- The number of lost or misfiled documents has been dramatically reduced, increasing productivity and customer satisfaction.

Future

Berkheimer Outsourcing plans to continue to leverage the efficiencies provided by AnyDoc Software to continue their dramatic market growth and diversification.

Founded in 1936 in a small one-man office in Bangor, PA, Berkheimer Outsourcing, Inc. has grown into a diverse and thriving business with 25 offices located throughout the state and is the largest tax office in Pennsylvania. Today, Berkheimer has adopted the motto of “flexibility is our strength” to reflect their depth of service offerings. The service bureau provides processing services for medical forms, expense reports, claims, accounting, general back office files and more. The nimbleness and diversity of their service line-up can be attributed in part to being able to leverage and replicate their success of the initial installation of AnyDoc Software’s award-winning document and data capture software solution, OCR for AnyDoc.

The solution was originally selected and implemented to process tax forms, but quickly grew to processing many other documents. Having expanded from serving the neighboring communities of Bangor (population 5,319 in 2000) to thousands of clients in more than 15 states, Berkheimer credits the repeated demonstrated performance and versatility of OCR for AnyDoc as a critical piece of their successful growth. Berkheimer’s commitment to using the best technology available has provided them a competitive advantage in acquiring business – and it is an asset clients directly benefit from in terms of improved data accuracy and increased processing speed, all while being a cost-effective solution to their back office needs.

The Challenge

In Pennsylvania, municipalities and school districts share in a percentage of individuals’ earned income. At the time, more than 1,100 municipalities and school districts were processing their tax records and payments through Berkheimer. After considering several automated solutions, Berkheimer first turned to AnyDoc more than a decade ago to provide a more efficient way to process the hundreds of thousands of tax forms they were receiving each year as Pennsylvania’s largest independent local tax administrator. Some of the tax forms were joint returns, and most forms contained three to four pages of attachments such as W2s. Berkheimer planned to print more than 1.2 million forms for distribution to taxpayers, a 15% increase from the previous year, making an automated solution all the more critical to keep up with the increase.

“We needed to be able to easily handle increases in document volume...”

Although Berkheimer audits tax data throughout the year, all tax refunds are issued by July 1, leaving a short time frame for the initial data entry phase. Prior to automation, this was a tedious process – part-time staff had to open every envelope and manually sort the forms by municipality. Employees then needed to manually verify the taxpayer’s math and then compare the numbers against quarterly estimates and the state’s W2 data. After performing manual data entry, the staff temporarily filed the paper forms until they were manually retrieved for auditing and then re-filed for archiving.

The Solution

Based on the expectation of continued growth within the tax arm of the business as well as the organization's plan for service diversification, management decided to investigate document imaging technology to save valuable physical storage space. Imaging would also allow employees to retrieve the forms on-screen, reducing paper handling, filing and retrieval time – as well as lead to an overall decrease in processing time. Robert Fehnel, director of MIS at the time of implementation, was familiar with the capabilities of OCR technology and realized it could be used to provide even greater efficiencies.

After evaluating several competing products, Berkheimer concluded that OCR for AnyDoc provided the greatest accuracy and best utilized the recognition technologies available for bar codes (BCR), mark-sense boxes (OMR), hand-print (ICR) and machine-print (OCR) data types. Document layout elements such as character boxes, lines and background noise and text are recognized as “non-data” and ignored. Data obscured by poorly printed characters, strange lines and other elements go through an automatic cleanup process to further enhance recognition.

The product's scalability and its ability to automate the data capture for documents other than tax forms also fit with Berkheimer's strategic business strategy. And OCR for AnyDoc has the ability to take data from paper to an electronic ASCII text format — quickly and accurately — and then effectively move that data into a custom database. Fehnel was also impressed with AnyDoc's local reseller, Document Conversion Associates of Lebanon, NJ, which demonstrated the expertise needed to ensure the project's success from start to finish.

“With the best recognition technology for the job, data accuracy is increased...”

After a brief trial period in which Berkheimer verified the system would meet their expectations, they quickly moved it into full production. Using Böwe Bell + Howell scanners, Berkheimer captures the data onto Windows-based network servers, then stores the images in a Progress database running on a UNIX system. The processed data is then accessed by Berkheimer's cutting edge tax administration software or exported to client files.

To maximize both accuracy and speed when processing the tax forms, Berkheimer extracts only select data fields. During the first year of use Berkheimer scanned approximately 60% of all forms. The following year, the figure rose to 80% and today, 100% of all documents are scanned. In the first year of implementation, 30% of the forms completely balanced and required absolutely no manual intervention. The rest of the scanned forms only required minor manual verification, correction or amendment due to status or address changes. Fehnel commented, “These efficiencies translated into money and time saved, better use of staff and improved customer responsiveness.”



“Our labor costs would be drastically higher if we didn't have OCR for AnyDoc. The savings have allowed us to remain competitive in the marketplace.”

**– John DeRemer, vice president,
Berkheimer Outsourcing**

The Benefits

In just the first year of using OCR for AnyDoc, Berkheimer finished inputting the required tax data three months earlier than the prior year, despite the greater workload. What used to be a time-consuming, labor-intensive data entry project is no longer a problem. Even with a dramatic increase in the number of municipalities served, Berkheimer decreased processing time and simultaneously avoided staff increases. Based on their success over the last decade, Berkheimer has leveraged the proven accuracy and efficiencies of OCR for AnyDoc to expand its business from processing 500,000 tax documents to processing more than 10 million documents each year, a whopping increase of 2000%.

“By nearly eliminating manual data entry, turnaround time has improved...”

Berkheimer now serves thousands of clients in many different industries providing automobile collateral management and processing healthcare claims, surveys, expense reports and more. Management estimates five times the existing number of employees would be required to perform manual data entry and process current document volume levels if OCR for AnyDoc was not in place.

Along with increases in efficiency, the ability of OCR for AnyDoc to integrate existing client data tables into the indexing and data entry stage of processing has also yielded increases in data accuracy and uniformity. Because many documents are already 100% complete, they can optionally bypass human verification, going straight to output. For other documents, operators quickly move through extracted data fields, reviewing each extracted field or advancing from one questionable character or business rule violation to another, depending on the client requirements. It is this custom and consistent level of data validation that has allowed Berkheimer to grow by providing a higher accuracy rate and uniform data export to their clients.

John DeRemer, vice president at Berkheimer, said, “Along with the ability to process a tremendous amount of additional documents without adding additional staff, our business has benefited from increases in data accuracy and security.” He continued, “OCR for AnyDoc has increased our ability to meet the most stringent compliance and accuracy rates required by our customers – including those customers associated with the government and the pharmaceutical and healthcare industries.”

Partner Profile

Document Conversion Associates (DCA)

DCA is a complete integrator of information capture and content management solutions for customers around the world. Providing high-performance systems that streamline the information management process, DCA's solutions efficiently capture, process and archive mission-critical information in vertical markets such as order entry, fulfillment, proof of delivery, tax forms processing, medical claims processing and insurance claims processing.

To learn more about Document Conversion Associates, visit www.dcainfo.com.

Learn More

Live online or pre-recorded presentations

Register for a live online webinar or view one of our free educational pre-recorded presentations. Take a closer look at AnyDoc's complete line of products and solutions.

Check out our case studies and see how you can save time and money at your own company.

www.anydocsoftware.com

Contact Us

info@anydocsoftware.com

U.S. Headquarters

AnyDoc Software, Inc.
One Tampa City Center, Suite 800
Tampa, FL 33602-5157

Located at

201 N. Franklin St, 8th Floor
Tampa, FL 33602-5157
Phone: +1 813 222 0414
Fax: +1 813 222 0018

Swiss Office

AnyDoc Software GmbH
Baarerstrasse 10
CH-6300 Zug
Switzerland
Phone: +41 41 729 63 33
Fax: +41 41 729 63 34

UK Office

AnyDoc Software Ltd.
Herschel House
58 Herschel Street
Slough, SL1 1HD
United Kingdom
Phone: +44 175 355 2205

AnyDoc
SOFTWARE

Legal: AnyDoc, OCR for AnyDoc, Infiniworx, AnyDocCLAIM, AnyDocCLASSIFY, AnyDocEOB, AnyDocINVOICE, AnyDocMORTGAGE, AnyDocNOTE, AnyDocNOTICE, AnyDoc Patient Records, AnyDocREMIT, AnyApp, QuickApp, BROKERit, CAPTUREit, DESIGNit, EXCHANGEit, MANAGEit and VERIFYit are trademarks of AnyDoc Software, Inc., and are protected by U.S. and international laws. PM11Y07

Complete Line of Products

Since 1991, AnyDoc Software has met the document and data capture and classification requirements of thousands of companies worldwide. Our products and solutions all operate from the ease-of-use, stability and enhanced functionality obtained from years of experience and innovation.

Products

OCR for AnyDoc® : Automatically capture data from nearly any business document. Eliminate the costs and errors associated with manual data entry.

Infiniworx® : Simplify and automate how your company processes documents with this innovative drag-and-drop workflow development platform.

AnyDoc®CAPTUREit™ : Scan documents from anywhere in the world, perform quality assurance and send images over the Internet to a central location for processing.

AnyDoc®DESIGNit™ : Easily design your own professional forms for printing or to use as a template in OCR for AnyDoc processing with easy-to-use click and select toolbar features.

AnyDoc®EXCHANGEit™ : Convert extracted data to a variety of file formats for use among multiple applications. EDI, XML, ASCII and others are available, as are APIs to leading document management solutions.

AnyDoc®MANAGEit™ : Optimize your AnyDoc processing with real-time monitoring of batch level status, station activity, pending work and more.

AnyDoc®VERIFYit™ : Perform data verification at a central location or off-site – allowing you to save valuable office space. Ensure data accuracy, no matter where your employees are located.

Market Solutions

AnyDoc®CLAIM™ : Automatically process HCFA/CMS-1500, UB04 and dental healthcare claim forms.

AnyDoc®CLASSIFY™ : Automatically sort, batch and route all your documents, quickly and easily.

AnyDoc®EOB™ : Automatically capture, validate and balance EOB data from all your payors — and increase productivity and decrease processing time while lowering costs.

AnyDoc®INVOICE™ : Automatically process invoices to lower manual data entry costs and turn incoming invoices around in hours instead of days.

AnyDoc®REMIT™ : Automatically capture remittances and the associated critical data for much quicker input into your financial or ERP systems.

AnyDoc®Patient Records™ : Minimize human error by automatically identifying, sorting, indexing and capturing information from patient records.

AnyDoc®MORTGAGE™ : Get critical loan information into your mortgage processing system quickly and with even greater accuracy by minimizing manual data entry and pre-sorting.

