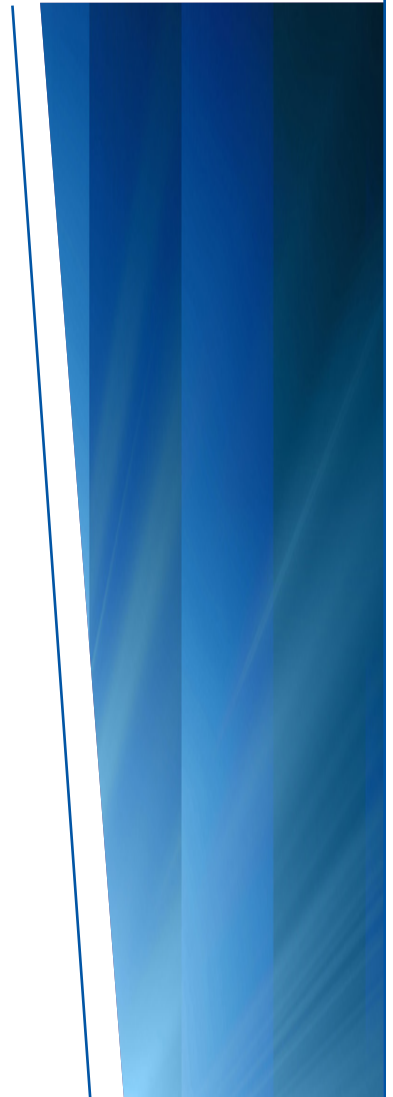




The Leader in Recognition Solutions

ScanIQA Delivers Major Savings to Orbograph Client

Systematic scanner testing with business activity monitoring (BAM) improves image quality, yielding a 5% boost in recognition performance and 13% reduction in unreadable images



In 2007, a major Orbograph customer, purchased the ScanIQA image quality application to improve workflow efficiencies and reduce cost across its remittance processing service bureaus.

Running image capture since 1993, this customer possessed extensive knowledge of check scanning. Through a detailed operational analysis, they identified specific problematic issues which resulted in excessive sub-function unit costs. These issues and functions included:

- Fluctuating read rates resulting in high data entry and balancing costs
- Unreadable images translating into excessive physical item retrieval
- Unstructured scanner maintenance leading to increased non-conforming images (NCI)

Since implementing Orbograph's ScanIQA application, the organization reports unprecedented results. Senior Application Architect (and director of the Orbograph ScanIQA project at the organization) revealed the statistics, "Since we started running ScanIQA, we have seen a 5% increase in recognition rates, a 13% reduction in rework, and a 24% reduction in the errors made in our first keying steps."

The financial impact to the organization has been positive as 20 Million items no longer require manual intervention.

Additional savings can be identified as the following:

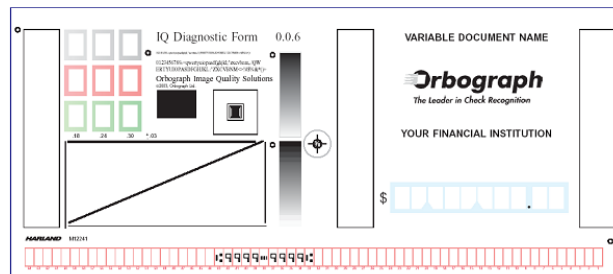
- Reduction of 13% of unreadable images including checks and money orders which saves on the manual retrieval of the physical item
- Improved image clearing ratio to 99.7% which minimizes paper clearing items

ScanIQA was integrated into the image workflow by inserting IQ Diagnostic Forms as batch tickets within the capture work. Currently used every three hours for each transport, this specially designed ticket acts as a control document creating a standardized testing method for all scanners across the enterprise. Each image is analyzed for 13 image quality attributes and if variations are identified, a "red" notification will display on the system dashboard as well as via a message to the scanner operator. "We experienced high variability between processing centers, which is now controlled and precisely monitored," stated the client.

Once a problem is proactively identified, scanner service technicians clean and adjust scanner quality parameters until they fall back within thresholds defined on a scanner type basis.

The decline in check volumes and current economic state present a challenge to the financial industry; reduce processing costs. In response to this, Orbograph introduced its new service-based offerings, Automation 08 and Automation9, which enable straight-through-processing (STP) levels of efficiency for centralized and distributed (back-counter and teller) capture. As a component to Automation 08 and Automation9, ScanIQA is critical to attaining the 98% automation targets and 99% accuracy.

Specially designed IQ Diagnostic Forms act as a control document during testing, creating a standardized process for all scanners across the enterprise



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- Senior Application Architect