

Document Management and Automation Solutions

Accelerating Digital Transformation for Business

On behalf of businesses and governments, we deliver highly automated document processing services, powered by the latest AI and ML automation technologies, to reduce costs, drive efficiency while improving the quality and speed of data the client receives.

Our Solutions

We offer comprehensive, end-to-end services for the intake, data extraction, and processing of mission-critical communications whether paper or digital.



Document Imaging



Data Extraction and Classification



Enterprise Content Management (ECM), Workflow & Automation



Multi-Device Document Upload (Mobile Phone/ Tablet/PC)

Document Imaging

Receiving and scanning more than nine million pages per day, Conduent is a leading service provider across numerous industries. Converting document pages to digital images is the first step in unlocking a host of downstream possibilities available with a digital image.

Our imaging services are performed in one of our scan centers or on site at our clients' locations. These consist of mailroom intake services; electronic portal; paper/image digitization; prep/sort/repair; fax server solutions and white mail processing.

We use proprietary technology to track and route each page/image, ensuring that all mail is fully and securely processed and that an audit trail is available for the most stringent, industry-specific regulatory compliance.

Data Extraction and Classification

Our data capture and management services employ both manual and automated OCR, IDR and ADR data capture. Once captured, the true value of the document—its data—can be used in many ways:

Document classification and data extraction are captured using our Image Automation toolset. This hosts the best-in-class sophisticated and current preparatory and partner technology. Our toolset is producing OCR reads of **99%+** w/ STP **94%+** on typed and handwritten structured and semi-structured documents.

We provide: Day-forward and back-file, centralized, distributed, and onsite scanning, web-enabled data capture, Film, fiche, and digital media conversion and identify and isolate images containing regulatory compliance related information.

Enterprise Content Management (ECM), Workflow and Automation

Our content management software-as-a-service offering is a web-based solution specializing in document management workflow capabilities. Images are viewable through the Conduent Workflow Automation Suite. We're currently managing **10M** docs per **16TB** added and retaining **160M** physical images per month.

Client image access and document routing system – Once images are classified and indexed, they're loaded into our content management system where they can be either manually or automatically routed to end users or work queues, depending on pre-defined business rules. We have secure, disaster-resistant content storage and retrieval centers built into our daily processing.

Multi-Device Document Upload (Mobile Phone/Tablet/PC)

Greatly reducing paper processing and cycle times, our multi-device document upload capabilities allow users to upload images of documents from their phones, tablets or computers directly to the Conduent ECM platform.

Key Features

Cloud-based Platform-as-a-Service

Robotic process automation to automate high-volume, complex, repetitive tasks

Automatic extraction of relevant content and formatting of content

Automatic document recognition and classification

Comprehensive, web-enabled tracking

Highly secure data processing environments: PCI, HITRUST, NIST, FISMA, and ISO 27001

Conduent SafeCourier® Business Process Connector for remote local capture of documents and data: PCI, HITRUST, NIST, FISMA, and ISO 27001

Machine learning with predictive analytics and decision engines

Multiple intake channels: paper, email, faxes and other semi-digitized formats

What Sets Us Apart

Client Experience

We maintain essential business operations in the face of uncertainty

30 years' experience in business operations solutions

>5B images scanned annually

1B claims processed annually

1B mortgage loan images hosted annually

Leading Technology

95% straight-through processing rate using the Conduent Automation Platform

99% accuracy using OCR on all format types

67% cost savings using the Conduent Document Management Automation Platform

280M words translated annually

Our Size and Scale

We operate around the globe in 22 countries and with 68,000 employees.

26B Conduent processes over 26 billion images per year.

5M Conduent processes over 5 million emails and faxes per day.

120M Conduent digitizes over 120 million documents every year.

24x7 We have around-the-clock operations with fully mirrored data centers and fail-over capabilities.



Case Study

Modernizing for Business Efficiency

Conduent cuts mortgage processing costs by 67% saving a large bank \$1M/year

[Read More](#)

For more information on Conduent's Document Management Automation solutions, visit us at www.conduent.com/solution/business-operations-solutions/document-management-and-automation/ or call 1-844-ONE-CNDT to connect with an expert.

