

Document Management and Automation Solutions

Accelerating Digital Transformation for Business



Conduent digitally processes over 20 million documents every day, helping organizations cut processing costs by up to 90% and turn data into insights faster than ever before.

What Sets Us Apart

Client Experience

- We maintain essential business operations in the face of uncertainty
- Over 5B images scanned, 1B claims processed and 1B mortgage loan images hosted every year
- 30 years' experience in business operations solutions

Leading Technology

- 95% straight-through processing rate using our OCR, ACR and ICR tool belt
- 99% accuracy using OCR on all format types
- 13% STP rate improvement using machine learning
- 280M words translated annually

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 Document Management and Automation solutions help businesses and governments take advantage of the latest AI and machine learning technologies to help them get where they want to go.

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

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 90%+ 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.

Our Size and Scale

Conduent operates 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.

The Conduent Advantage

Simple outsourcing of operations no longer captures the total value available from deploying a comprehensive solution. Effective solutions must incorporate new and innovative technologies and shared risk approaches to move clients' communication processes away from paper toward electronic tools and efficient methodologies.

Market advantage, sustainable postal cost savings, budget predictability, digital migration, and enhanced customer experience comes through:

- **Innovative shared risk** partnerships and business alignment
- **Low-risk implementation**, low capital investment and asset acquisition options
- **Integrated offerings** with advanced technology enabling next generation capabilities
- **Holistic consolidated** processes, platforms and infrastructure

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
- Highly secure data processing environments meeting the most demanding regulatory requirements such as PCI, HITRUST, NIST, FISMA, and ISO 27001
- Conduent SafeCourier® Business Process Connector for remote local capture of documents and data from office and mobile devices
- Automatic document recognition and classification
- Automatic extraction of relevant content and formatting of content
- Robotic process automation to automate high-volume, complex, repetitive tasks
- Machine learning with predictive analytics and decision engines
- Multiple intake channels: paper, email, faxes and other semi-digitized formats
- Comprehensive, web-enabled tracking



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 [online](#) or call 1-844-ONE-CNDT to connect with an expert.

