

BPO Products and Services

On site and project based document capture solutions and services to support BPO processing

ImageTrac scanners support a wide range of documents, including claims, medical records, mortgages, invoices, checks, remittance stubs, personnel files, legal documents and the variety of documents received by a mail room. Our scanners also provide concurrent capture of black and white, color, and grayscale images.

The business process outsourcing (BPO) market is more competitive than ever.

ibml provides capture solutions and project based services that enable BPOs to generate more revenue, reduce processing costs, expand their services, and reach new customers – all while improving operational efficiency and effectiveness and ensuring business continuity. And our solutions and services can be tailored to meet the unique business requirements of most BPOs.

Here's how ibml helps improve a BPO's operational performance and competitive positioning:

- **Better competitive positioning** through highly efficient in-house scanning and software based document capture solutions, flexible project based capture services, and affordable equipment rentals. ibml's services enable BPOs to be far more competitive in situations where they may have been priced too high in the past
- **Faster scanning and document capture turnaround** through ultra-high speed scanners, automated document identification and data extraction
- **Capture flexibility** using a common platform that supports centralized and distributed scanning and document capture, including comprehensive reporting and analytics tools
- **Better operational efficiency and effectiveness** through real-time statistics and automated alerts for operators and equipment productivity, regardless of where they are located
- **Increased revenues** from project based services that differentiate BPOs in competitive bidding situations
- **Less risk and fewer operational headaches** through the fast onboarding of new business, efficient job setup, equipment rentals that can be delivered with a quick turnaround, and project based outsourced services
- **Fewer integration issues and better systems connectivity** by having a single trusted partner deliver a flexible and robust end-to-end scanning and document capture platform

Best-in-Class Solutions

ibml has delivered its award-winning high-volume scanning and document capture solutions to BPOs since the company was founded in 1992.

ibml's ImageTrac® scanner provides BPOs with a full range of desktop and ultra-high-speed solutions that convert any size project into the most accurate digital data, and deliver it downstream – either within the BPO organization or to the end-user customer – with unparalleled image quality, data accuracy and throughput.

ImageTrac scanners integrate document and data recognition at or near scan time to capture more information faster, accelerate processing turnaround, and reduce exceptions. Additionally, ImageTrac scanners support a wide range of documents, including claims, medical records, mortgages, invoices, checks, remittance stubs, personnel files, legal documents and the variety of documents received by a mail room. Our scanners also provide concurrent capture of black and white, color, and grayscale images. The ImageTrac's unmatched functionality has made the scanners the leader in the ultra-high volume production scanner segment (over 435 pages per minute with intelligent sorting).

ibml's Synergetics capture software was designed to help BPOs and other companies manage multi-channel input streams and automate document processing. Synergetics is an intelligent document recognition solution that classifies documents and extracts data automatically, reducing document prep costs, automating document sorting, and speeding delivery of images and data to downstream applications. With Synergetics, ibml offers an end-to-end scanning and capture solution.

Project Based Outsourced Services

ibml complements in-house solutions with project based scanning and document capture services that can take place in a BPO's facility, a customer's location or ours. Flat rate ImageTrac rentals or per image scanning using your personnel or ours, gives the BPO the flexibility to craft a competitive response to almost any bid request. With these services, a BPO can now quote on a job that in the past may have been outside their reach.

ibml uses the most advanced scanning and document capture technologies to process paper-based and electronic documents and extract the data fields required for any document-driven business application that a BPO might sell. ibml can automate the processing of virtually any inbound document.

And, we can provide full automation of processed images and data into any legacy system, process or repository.

ibml offers a range of project based outsourced scanning and capture services, including:

- Document imaging
- Indexing
- Automated data capture
- Workflow integration
- Lockbox processing
- Healthcare payment processing
- Back-file conversion (on-site and off-site)
- Conversion of film-based technology to digital format
- Document and media destruction
- Equipment rental
- Disaster recovery/business continuity

Images are delivered in industry standard PDF or TIFF format. We also provide on-shore and offshore support and globally distributed workload processing.

Whether you want to completely outsource a particular job, quickly convert a large back-file, or find a better way to manage peak volumes or a new client expecting quick turnaround, ibml can help.

Let's get started

Our specialists are ready to collaborate with you on a plan that supports your BPO business. For more information, contact your ibml representative today or email sales@ibml.com.

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