



## Informa Software utilizes HP TeleForm, IDR, and LiquidOffice to create significant business efficiency.



There are many areas within your business where you have the opportunity to improve your business processes for efficiency, cost savings, and productivity when you have paper, processes and path critical data involved. The tools used within these processes can span across many aspects of your business. Any area that has paper, that has a need for captured metadata from the paper or from electronic forms or that requires business process automation around routing and completing the requirements for incoming or outgoing data and paper offers the opportunity for improvement.

Listed below is a sample of the success stories surrounding business process solutions centered on the Federal Government, Hospitality and Medical industry. These areas span multiple vertical niches within the global market place and highlight the flexibility, power, and cost savings that can be achieved utilizing the HP TeleForm and LiquidOffice Solutions.

✓ *First Success Story – United States Sentencing Commission (Federal Government Judicial System Using TeleForm and IDR)*



- **Business problem presented** – The United States has 92 regional court districts. Each Federal Judicial system has their own federally approved forms (Criminal History, Presentencing, etc.) for processing criminals within our justice system. These forms are filled out by each district and then sent to the Sentencing Commission in Washington DC for metadata capture and form filing. The issue is that each form for each district is uniquely formatted and typically captured on paper. However, the data required to be captured into a database for quicker document retrieval and storage is not consistent. For example, on the presentencing report, metadata fields like Sentence Date, Total Offense Level, Base Offense Level, Victim Related Adjustments etc. are some of the fields that would be beneficial to extract into a database versus having to pull up each individual form in a PDF and review to locate data. It was determined that HP TeleForm utilizing the IDR template extraction tool set would alleviate the manual keying, the lengthy form retrieval and lookup headaches, and the significant delay as forms sat in queues waiting for manual entry.
- **Solution put in place** – The first step was to get samples of the forms being sent to the Sentencing Commission from the federal districts and determine commonalities across districts and unique formats. Once this analysis was accomplished it was determined that many of the districts utilized a similar/generic form template and therefore a single template could be developed to capture the identified 24+ fields. It was then determined how many additional unique templates would need to be utilized to handle the remaining districts. The necessary templates were setup and the appropriate queues configured for automatic send, process and data capture within the USSC network so that the work began to funnel into the appropriate areas at solution deployment.
- **Success and Business Improvement areas** – The solution was able to capture and successfully read over 80% of the data accurately. The solution took a manual process that had a 1 month+ lag time for data entry to under 2 days from the time of form submittal to form and data availability within the federal system. The commission was able to reallocate several resources that had been doing data entry to other more pressing needs within the commission, and the cost savings for this solution was realized within 6 months of installation.

✓ *Second success story – Dräger Medical (Medical focused on Surgical Services using Liquid Office)*



- **Business problem presented** – Innovian Anesthesia is a surgery oriented application in use across the country. This system currently requires a manual effort to handle all of the pre-processing of patient forms before surgery, including admissions processing requirements and pre-op information gathering. This system required forms to be presented to medical personnel that need to be completed before surgery commences and information to be manually entered into the Innovian Anesthesia system. This process is both time consuming as well as error prone given the double and sometime triple manual entry of common data across forms and systems.
- **Solution put in place** – The solution that was put into place involved setting up these pre-processing forms into the LiquidOffice system with the ability to query pertinent anesthesia information along with business rules to complete the required forms before surgery. In addition, the data capture accomplished within the electronic forms is then transmitted to the Innovian Anesthesia system. The system also has the medical protocols and business rules built into the system so that form completion, data replication errors, and duplication of effort was minimized.
- **Success and Business Improvement areas** – The system was put into place and errant data was eliminated from entry into the Innovian system, duplication of effort was erased and medical protocol for forms completion and incomplete medical profiles no longer exist.

✓ *Third success story – Westgate Resorts (Time Share Provider using LiquidOffice, IDR, and TeleForm)*



WESTGATE RESORTS

- **Business problem presented** – As one of the largest timeshare partner's worldwide, Westgate Resorts has considerable paper across all areas of their business. The problem was that receiving this paper, extracting metadata from the paper and then filing the paper with proper metadata for retrieval or using the metadata for reporting was unwieldy. Several of the areas that were initially targeted in the solution included payment processing, accounts payable, and customer satisfaction surveys. It was determined that automation of receipt of paper and then business process automation of this paper through the different business processes was a needed solution to handle the ever growing paper libraries and stalled data within the Westgate business.
- **Solution put in place** – The initial targeted solution within accounts payable began with the receipt of a payment within the Westgate process and proceeded to track the escalation and process workflow between clerk, purchasing department, and management approval. The ability to take a paper document and put electronic routing on a document with escalators and timers so that no business process ever gets lost or stalled was a huge win for moving the paper through the Westgate business. The secondary ability to validate information across several disparate systems as metadata was extracted also contributed to the success of solving many of the accounts payable payment issues.
- **Success and Business Improvement areas** – Converting a manually intensive process to a validated electronic process via TeleForm and metadata extraction cut time of receipt to validation significantly. This, coupled with business routing, allowed all paper to have a beginning and an end to a process that sometimes took months to complete, as paper would be lost, approvals would sit in a manager's in-box for several weeks, and/or clerks would not be able to get the needed data to begin the process of sending this validated information along the business path within the Westgate business areas.