



\$143,000

saved annually
on labor costs

99%

accuracy rate

100%

return on investment
in first year



Case Study Summary:

Challenge:

Find a fast and effective fix to keep invoice processing orders flowing during COVID-19 disruptions

Solution:

PaperVision® Forms Magic™ artificial intelligence-enabled forms processing technology, protected by 3 unique AI patents

Results:

Work uninterrupted; time, money and personnel savings; improved customer services

Invoice Processing Snag Turns Into a Positive with AI-aided PaperVision® Forms Magic™

When a key contractor abruptly closed its doors forever during the COVID-19 pandemic, CASO Document Management was relieved a fix was in easy reach. Responsible for the weekly processing of thousands of invoices of varying formats for its client businesses, CASO avoided disruptions by moving the work in-house using PaperVision® Forms Magic™ from longtime technology partner Digitech Systems.

“We were already a PaperVision® Capture user so Forms Magic became a natural extension. And once we could see how easy it was to manage and set up and create templates ... the processors were able to go in there and configure templates and coordinate the capturing of new documents very quickly. That was very helpful,” CASO Owner and President Richard Tamaro says.

Today, CASO is building on its success with Forms Magic by highlighting the technology in its marketing campaigns.

Customer benefits:

- Lower cost
- Faster order completion
- Fewer data transfer mistakes
- Seamless integration with other business applications

“Customers are quickly realizing the benefits and understanding the solutions,” Tamaro says. “People are always looking for solutions like Forms Magic that allow them to grow without having to hire new personnel. Or they can reallocate personnel to jobs outside of data capture and that adds value to their positions.”

Business Goal

Founded in 1994, New York, NY-based CASO provides offsite and on-site digital information management and document scanning services to customers in New York, Pennsylvania and Texas. Its automated accounts payable service processes 9,000 invoices a month sent in by multiple clients on multiple kinds of electronic documents and forms. (One client requires the processing of up to 2,500 possible form variations.)

During the COVID-19 pandemic, an offshore vendor that provided manual data entry support for CASO's invoice processing abruptly closed, threatening disruptions to CASO and its customers. CASO needed a fix fast and also hoped for one that would further its effort to generate new revenue sources to offset a decline in traditional print scanning services.

The Digitech Systems Solution

Forms Magic helped solve both challenges. Forms Magic is an artificial intelligence-aided forms processing engine that can recognize and extract data from an unlimited variety of forms, eliminating the need for manual data entry. Industry analyst Jamie Bsales terms the technology "like facial recognition for documents." An add-on service to PaperVision® Capture digitization, the dual technologies support automated accounts payable processing, digital mailrooms, HR onboarding and other back-office automations.

"CASO Document Management has been instrumental in our company's progress in using PaperVision® to become more paperless and automate processes for efficiency. We have already seen quantifiable improvements in targeted business processes."

- Shaun Mains,
Digital Supply Chain Manager



"People are always looking for solutions like Forms Magic™ that allow them to grow without having to hire new personnel. Or they can reallocate their personnel to jobs outside of data capture and that adds value to their positions."

- Richard Tamaro, Owner and President, CASO Document Management

Business Value to CASO Document Management

With its data entry vendor closing, CASO moved the work in-house using Forms Magic. "We were able to provide better services to existing customers and for new customers we were able to be more competitive and offer them a high level of accuracy for their business," Tamaro says. Also, "it gave us more consistency and control and protection from future events of outside vendors not being available to us," he says.

Chad Conley, who oversees CASO's scanning services bureau in Pittsburgh, PA, describes his team's experience with Forms Magic as "overwhelmingly positive." The technology brought efficiency and order to work that otherwise was "logistically a nightmare," he says.

Among the benefits to CASO customers:

- Fewer data transfer mistakes. Accuracy rates exceed 99%, customers are happier and the savings to CASO on troubleshooting and fixes is significant, Conley says.
- Clients' daily deadlines are met more than 99% of the time even if a team member is absent. Before, "even someone a half-hour late would really throw a wrench in things," Conley says.
- Processed forms and data are automatically transferred to the clients' accounts payable software applications. The system began with an initial acceptance rate (no client review required) surpassing the industry average at 86% with its performance further improving over time with usage.

- Lower prices due to CASO's reduced labor costs. CASO's processing team now handles a larger workload with 2.5 FTE, down from 5 FTE and a savings of \$143,000 a year.

Forms Magic's artificial intelligence and automation capabilities are two of the many features that impressed Conley and his team. Another favorite is the forms creator that is a snap to use no matter the form type. Instead of the 45 minutes to an hour it was taking per form, form setups now take 15 minutes or less. "The PaperVision® Capture with Forms Magic™ form designer is fast and simple. It's easy to teach and to learn while still allowing complex capture options," Conley says.

Conclusion

Tamaro, owner of CASO for more than 20 years, says Forms Magic helped turn a potential business crisis into a long-term positive. Beyond the improved services for its customers, CASO itself uses Forms Magic for its own internal company accounts payables, he notes. The company realized a return on investment of \$143,000 in the first year, he says.

Going forward, CASO plans to market Forms Magic more heavily. Tamaro says he grew more excited in Forms Magic's appeal after observing a demonstration to a customer. "I saw the customer's response and I thought about the solution itself and I said, 'This makes a lot of sense.' So this is going to be included in our demos going forward and we're going to start a marketing campaign around the solution."

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www.caso.com



888.719.0065



info@caso.com