

INFORMATION CAPTURE

Capturing accurate information from customers, employees, and partners can be an expensive and overwhelming proposition. By automating the process, you can gather, store, and manage information and documents efficiently and cost-effectively.

TechLine Communications is an expert at designing systems that gather new information from paper forms or via the Web, or that organize and manage an existing document database. We offer both custom and off-the-shelf solutions, ensuring you receive the precise system for your needs.

- ▶ **Forms Processing** - TechLine Communications works with you to identify the information your organization needs and creates forms, or replicates your existing forms, to capture this information—whether it is scanned, faxed, or entered through a Web interface.
- ▶ **Data and Document Capture** - Often business information is not available in tidy segmented bits, but spread out over rafts of existing documents. TechLine Communications excels in gathering the useful information from these disparate locations via scanning and other technologies, extracting only the information you need. The documents can then be cross referenced with the data, and, if required, integrated and validated with existing databases or applications.
- ▶ **Information Indexing** - Whether you need to gather new information or organize existing information, we can configure backend storage for maintenance and retrieval of this information. We create database schemas, and design and capture the appropriate indexing information so documents and information can be quickly accessed with simple queries—whether you are retrieving mainframe data, images, documents, voice files, or multiple file types.
- ▶ **Professional Services** - Our experienced staff ensures that you have the information capture system for your needs, that it's installed and integrated correctly, and your employees are trained on its administration and use.

By gathering vital business information through TechLine Communications, Information Capture Solutions, you are able to make better business decisions, and enhance productivity and customer satisfaction.

ABOUT TECHLINE COMMUNICATIONS

TechLine Communications is a Seattle-based systems integrator and professional services firm that works with companies to select, design, install, and support enhanced messaging and information management tools. In business since 1993, we utilize our experience to design business solutions for some of the Northwest's premier companies. These solutions speed inquiry processing, knowledge management, and information delivery. By working with TechLine Communications, our clients automate processes to respond to customer needs faster, while reducing cost.

Our Information Capture Solutions provide:

- **Enhanced productivity and reduced information management costs**
- **Faster access to company information**
- **Expert customization that ensures your information capture system integrates with your existing applications and workflow**
- **Knowledgeable and friendly training, and responsive support**
- **Dedicated focus on information, ensuring capable and efficient technical assistance**

WHY TECHLINE COMMUNICATIONS

TechLine Communications helps you analyze requirements, and select and tailor the right products to solve your business challenges. We provide the customization services needed to integrate those products with your existing systems, streamlining your internal processes. We then train your administrators and users to ensure the system can be run and will be utilized in the most efficient way possible. Finally, we offer ongoing support and maintenance assistance, and provide updates as your business needs evolve.



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Superior Solutions for Business Communications