

**Transforming
Healthcare
Navigation
and Care
Coordination**

**CAPSYS CAPTURE™
Case Study**

MANAGING COMPLEXITY AT SCALE

Industry: Healthcare Navigation & Care Coordination

Operational Volume: Thousands of faxes daily

Document Size Range: 6 to 3,000+ pages

Core Challenge: Extracting high-value patient data from unstructured medical documents at scale

Solution: AI-powered document capture, workflow automation, and scalable architecture

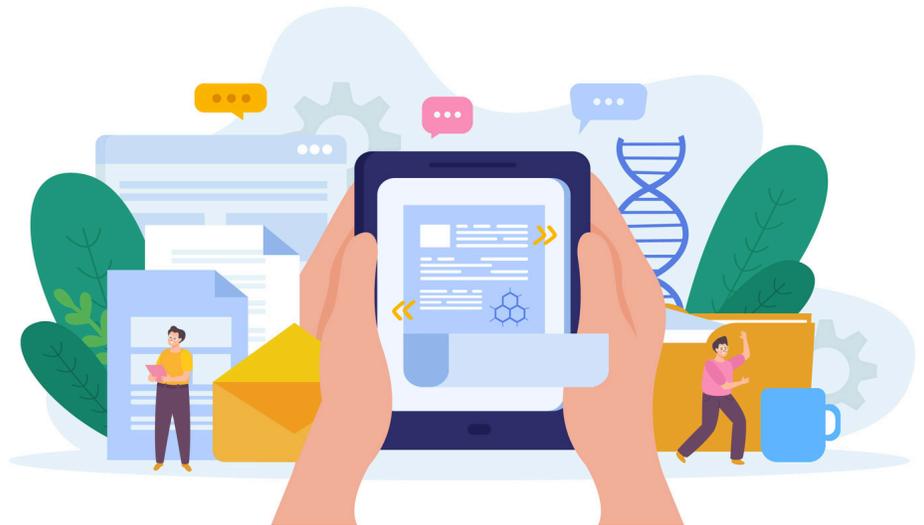
The Healthcare Navigation and Care Coordination industry plays a vital role in the healthcare ecosystem, bridging compassion and precision to guide patients through complex care journeys. One leading organization set out to redefine what coordinated, patient-centered care could look like—combining human empathy with technological innovation to create a more seamless and personalized experience. However, as demand grew, so did operational strain.

The organization processed thousands of incoming faxes each day, with individual files ranging from just a few pages to more than 3,000. These documents contained critical medical records, referrals, insurance details, and care coordination materials—much of it unstructured and difficult to manage efficiently. Manual document handling slowed processing, limited workflow visibility, and restricted scalability.

To sustain its mission of delivering high-touch care, the organization needed a more intelligent and resilient approach to managing document intake and extracting high-value patient data at scale.

Challenges: A Complex Landscape

- Navigating Voluminous Data: Managing vast daily volumes of faxes.
- Extracting Crucial Patient Information: Targeting “High-Value Business Data” within unstructured documents.
- Demand for Actionable Insights: Need for granular insights into processing times and worker interactions.
- Scalability and High Availability: Implementing a resilient, expandable architecture.



BUILDING AN INTELLIGENT DOCUMENT PROCESSING FRAMEWORK

Solution Architecture Overview

To modernize operations, the organization implemented an intelligent document processing and workflow automation framework designed to improve speed, accuracy, and scalability. The solution combined automated fax ingestion, AI-driven data extraction, workflow orchestration, and resilient infrastructure design.

CAPSYS AcuityAI Extract™ and Intelligent Data Extraction

- **AI-Enabled Data Extraction:** Intelligent Document Processing solution that combines our superior data and document capture solution with cutting-edge AI technologies. Designed to transform how businesses handle their data, CAPSYS AcuityAI™ delivers unmatched speed, accuracy, and intelligence for all your intelligent document processing needs.

Integration with OpenText™ RightFax® and Enhanced Fax Manipulation

- **User-Centric Fax Management:** OpenText™ RightFax is a secure, scalable, digital fax solution that streamlines document delivery and integrates with key business systems such as CAPSYS CAPTURE. It automates workflows, reduces costs, and supports on-premises, hybrid, or private-cloud deployments.

Flexible Automation with Process Manager and ExecuBOTS™

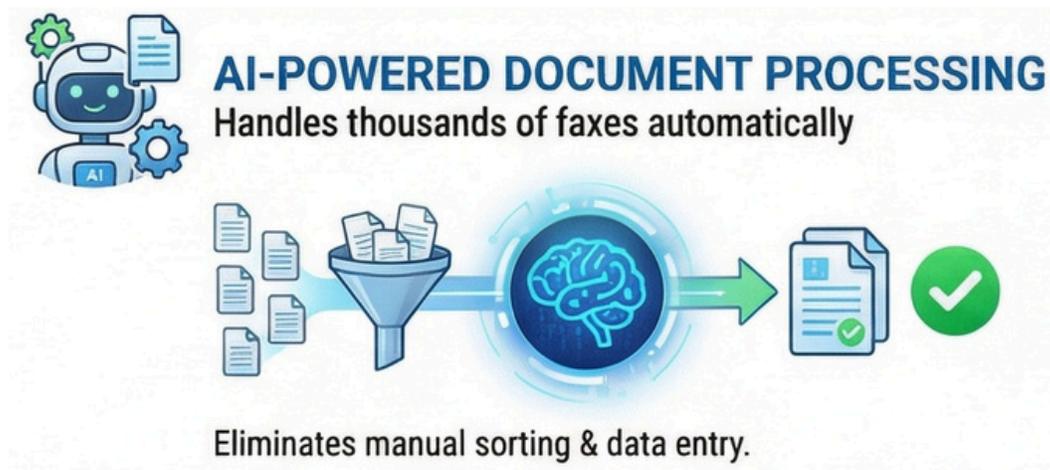
- **Intuitive Workflow Design:** CAPSYS's Process Manager enables the creation of tailored and sophisticated processes with ease and flexibility.
- **Seamless Data Validation and Transfer:** Automation that aligns with healthcare coordination tasks.

Actionable Insights and Continuous Improvement

- **Detailed Business Metrics:** Real-time insights into component processing and interactions.
- **Enhanced User and Patient Experience:** Leveraging AI-driven improvements to increase recognition and data extraction rates.

Robust Architecture with Server Grouping Technology™

- **Resilient and Expandable Solutions:** Ensuring uninterrupted healthcare service and readiness for future growth.



REINFORCE IMPACT & STRATEGIC VALUE

Healthcare navigation requires precision, resilience, and adaptability at scale.

By implementing intelligent document processing, AI-driven extraction, workflow automation, and scalable infrastructure, the organization transformed a manual-heavy, high-volume environment into a streamlined, measurable, and future-ready operation.

The result is a stronger operational foundation capable of supporting continued growth while enhancing coordination efficiency across the healthcare ecosystem.

Strategic Value

- Reduced operational friction
- Increased data reliability
- Enhanced internal performance visibility
- A foundation for future process optimization

Operational Impact

- Increased automation in data extraction and validation
- Improved consistency in OCR recognition
- Greater transparency into workflow performance
- Infrastructure built for long-term scalability
- Document processing became more standardized, predictable, and scalable.

