



TRANSFORMING HEALTHCARE NAVIGATION & CARE COORDINATION

CAPSYS CAPTURE™
Case Study

FEBRUARY 2026

MANAGING COMPLEXITY AT SCALE

Transforming high-volume healthcare document workflows into intelligent, scalable, and patient-centered operations.



Industry: Healthcare

Operational Volume: Thousands of faxes daily

Document Size Range: 6-3000+ pages

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

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

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

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.

// 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.

// INTEGRATION WITH OPENTEXT™ RIGHTFAX® AND FAX MANIPULATION

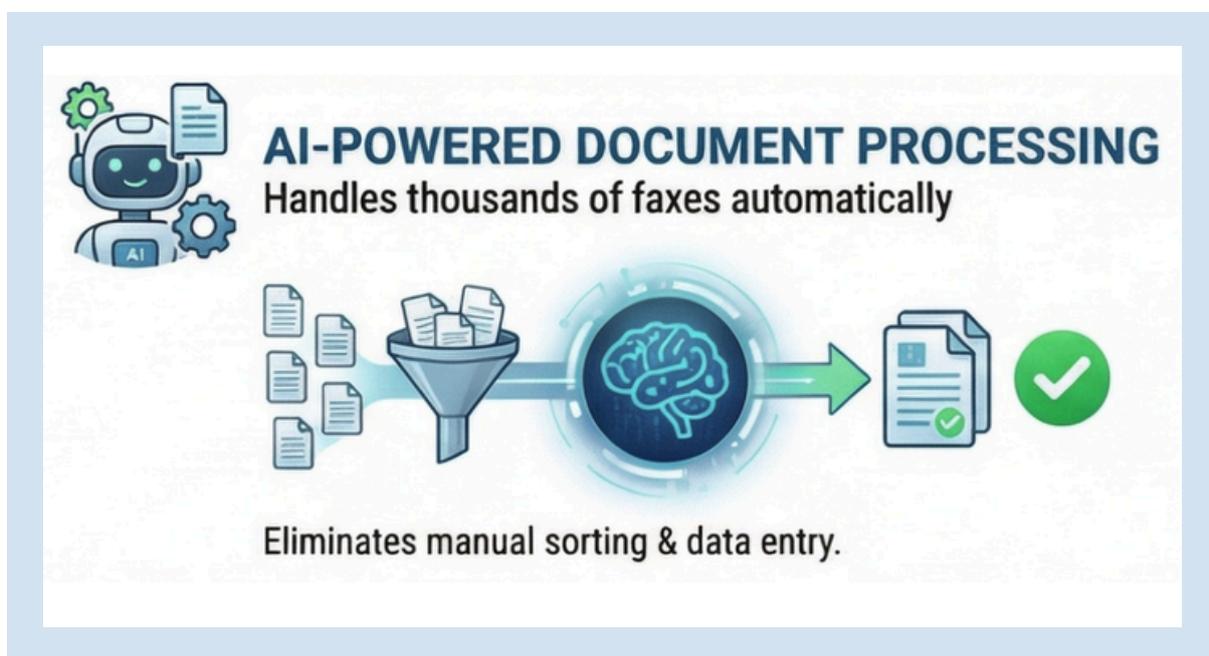
User-Centric Fax Management: OpenText™ RightFax is a secure, scalable, digital fax solution that streamlines document delivery and integrates with key business systems such as CAPSYS CAPTURE. It automates workflows, reduces costs, and supports on-premises, hybrid, or private cloud deployments.

// 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.**

// Reduced Operation Friction

// Increased Data Reliability

// Enhanced Performance Visibility

// Set Foundation for Future Process Optimization



STRATEGIC VALUE

OPERATIONAL IMPACT >>>

// Increased automation in data extraction and validation

// Dramatically improved consistency in OCR recognition

// Greater transparency into workflow performance

// Infrastructure built for long-term scalability

// Document processing became more standardized, predictable, and scalable.



Efficiency
At Scale



Accuracy
& Compliance



Visibility
Real-Time Insights



Growth
Future-Ready

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