

## Auto-indexing service

### Another way to improve resource utilisation



100%  
sorted

100%  
peace of mind

**Auto-indexing** is an optional add-on service for **eCAPTURE** and **webCAPTURE** customers.

#### Benefits

When a claim is routed through **eCAPTURE** into the Benefit system, **eCAPTURE** can use return codes from the core system to generate an indexing file for the associated claim documents, be these scanned form images and associated evidence, or PDF renditions of a LAID/LACI or eClaim.

The indexing file is passed to the Document Management System with the claim documents for import into an assessor work queue. When the assessor views the document and looks in the Benefits system, the new claim will have been loaded and pending, ready for immediate assessment.

#### Revenues

Auto-indexing goes further. Around 80% of **webCAPTURE** Revenues transactions are fully automated in Northgate Revenues and completed without officer intervention. The associated PDF renditions for Direct Debits, Discounts, Moves, etc can therefore be auto-indexed and loaded with a Closed status, so nobody consumes time looking at them.

When **webCAPTURE** business rules determine that intervention is required, or follow-up action may be desirable, **webCAPTURE** generates Notifications to inform officers. The Notifications are incorporated into each PDF rendition of the service request so when an officers view these, the first thing they see are the Notifications from **webCAPTURE** informing them why intervention has been triggered.

These PDF renditions are also auto-indexed with specific document types to enable them to be imported into priority work queues, so officers can get to work on them immediately.

Auto-indexing requires the licensing of a suitable API from the DMS application vendor.

For further information call 01285 659286, visit [govtech.co.uk](http://govtech.co.uk)



If you would like a way to improve resource utilisation, then there is only one name to remember – **Govtech.**

[govtech.co.uk](http://govtech.co.uk)



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