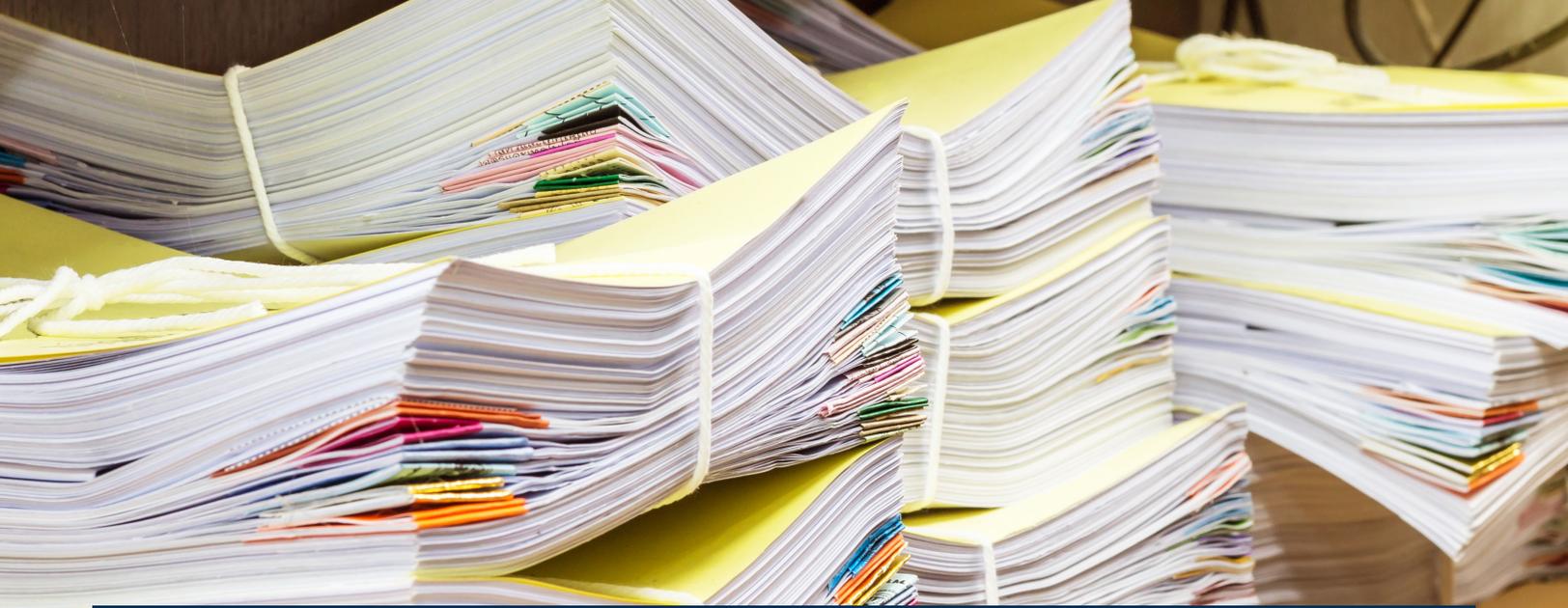


EBOOK

SEAMLESS INTEGRATION AND FUTURE READY AUTOMATION WITH AI



60-SECOND SUMMARY

Discover how OPEX® solutions like Gemini®, Falcon®+, and CertainScan® help eliminate manual prep, boost accuracy, and reduce costs by automating classification, extraction, and indexing. Backed by real-world examples from companies including Iron Mountain and Konica Minolta, this eBook shows you how to scale efficiently, integrate with your existing enterprise content management (ECM) system, and stay competitive in a rapidly evolving industry.

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INTRODUCTION

DOCUMENT OPERATIONS IN TRANSITION

Document imaging operations are facing a critical inflection point. Traditional workflows, built around manual sorting, labor-intensive preparation, and legacy scanners, can no longer keep up with growing client demands or evolving compliance mandates. For service bureaus and BPOs, these inefficiencies not only delay turnaround times but increase costs, risk Service Level Agreement (SLA) violations, and limit scalability.

Operations Directors are under mounting pressure to modernize while keeping services profitable. They're expected to deliver more with fewer resources, maintain rigorous security protocols, and ensure accuracy across increasingly diverse document types—from fragile archives to real-time transactional files. Meanwhile, customer expectations for digital access and speed continue to rise.

Intelligent document processing (IDP) offers a path forward. IDP integrates AI technologies such as optical character recognition (OCR), natural language processing (NLP), and machine learning into the capture process. It automates classification, data extraction, and indexing—turning paper-based documents into structured digital assets. When paired with robust hardware like OPEX's [Gemini](#), [Falcon+](#), or [Falcon+ RED](#), IDP becomes a scalable engine for accuracy, compliance, and operational throughput.

CHAPTER 1

THE AI ADVANTAGE IN DOCUMENT CAPTURE

IDP redefines document capture by combining advanced recognition technologies to automate what was once manual. These include:

- OCR, for recognizing printed text and converting it into searchable, editable data
- ICR, for interpreting handwritten content—common in forms and historical records
- NLP, for contextual understanding and classification of content
- Barcode and patch code recognition for automated indexing and sorting

The result is faster, smarter document processing with less human oversight. Systems like OPEX Gemini exemplify this evolution. Gemini's [Right-Speed™](#) scanning adjusts speed based on document complexity, maintaining high image quality even with difficult-to-prepare materials. With auto-feed and five programmable sort bins, Gemini handles intermixed document batches in a single pass, including long-form EKGs and folded file folders.

The Falcon+ RED takes this further by integrating envelope opening, extraction, and scanning into one continuous workflow. Its vacuum-powered extractor, built-in verifier, and integrated [CertainScan](#) software remove the need for multiple touchpoints.

By minimizing manual steps, IDP reduces labor, limits error-prone interventions, and improves throughput. It also facilitates compliance by maintaining audit trails and ensuring the right data ends up in the right place.

Is your operation ready for IDP? Assess current pain points, such as data entry error rates, scan-to-index time, and image exception volumes. If you're allocating more labor to prep than to actual scanning, you're a candidate for IDP transformation.

INSIGHT

THE AI ADVANTAGE: TRANSFORMING DATA CAPTURE WITH INTELLIGENT DOCUMENT PROCESSING (IDP)

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CHAPTER 2

CLOUD-NATIVE DOCUMENT SCANNING FOR SCALABILITY AND FLEXIBILITY

Traditional document scanning models rely heavily on infrastructure located on-site, including physically connected scanners, desktop software, and locally managed servers. This approach limits scalability, requires constant IT support, and often makes it difficult to extend scanning operations to remote locations or client sites. As demand for flexible, distributed scanning increases, these limitations become a barrier to growth.

Cloud-native document scanning addresses these challenges by shifting critical capture functions, job configuration, image processing, quality control, and data routing into the cloud. Rather than being tethered to a workstation or physical location, cloud-native tools enable your scanning teams to operate from anywhere while maintaining centralized control and oversight.

With solutions like OPEX CertainScan, you can configure jobs remotely, manage operator permissions, and standardize output formats across locations. When paired with OPEX hardware such as Falcon+ or Gemini, the cloud-ready architecture allows you to:

- Set up distributed scanning stations in branch offices or on-site client locations
- Route scanned documents securely to cloud-based content repositories or ECMs
- Monitor performance, image quality, and exception rates from a central dashboard
- Automatically back up scanned images and metadata for disaster recovery
- Ensure data security and compliance with regulations like [HIPAA](#) (Health Insurance Portability and Accountability Act), [GDPR](#) (General Data Protection Regulation), and [FADGI](#) (Federal Agencies Digital Guidelines Initiative)

This approach is particularly powerful for organizations that require on-site scanning for privacy reasons but need to manage the output centrally. For example, [Tectel SA](#) digitized sensitive hospital records using Falcon+ scanners deployed inside the facility. Documents never left the premises, but the scanned data was securely transmitted to a central database, supporting compliance and accessibility at the same time.

Cloud-native document scanning isn't just about mobility; it's about standardizing quality, reducing IT overhead, and unlocking the ability to scale without adding infrastructure or staff. As clients demand faster access to digital documents and hybrid work models become the norm, this architecture gives you the flexibility to respond, without compromising control.

A promotional banner for OPEX. On the left, the text reads: "INSIGHT" in blue, followed by "CLOUD-NATIVE DOCUMENT SCANNING: UNLOCKING SCALABILITY AND ACCESSIBILITY FOR YOUR DIGITAL FUTURE" in dark blue. Below this is a "READ NOW >>" button and the OPEX logo. On the right, there is a 3D graphic of a blue document scanner with papers being scanned, overlaid with a digital grid and binary code (0s and 1s).

CHAPTER 3

CONSIDERATIONS FOR INTEGRATION TEAMS

For [BPOs and service bureaus](#) operating in complex IT environments, integration isn't optional—it's foundational. Whether processing millions of archived records or managing ongoing transactional workflows, document capture systems must connect cleanly with ECM platforms, line-of-business applications, and downstream processes. OPEX scanners are designed with this reality in mind.

At the heart of every OPEX scanner is CertainScan, a purpose-built software platform that manages scanning, image processing, and metadata capture from start to finish. Rather than depending on intermediary software layers, CertainScan handles everything directly—giving users more control, consistency, and performance in high-volume environments.

CertainScan is optimized for the complexities of high-volume, mixed-document scanning. It enables advanced automation such as:

- Intelligent document separation and indexing
- Skew correction and quality control (streak, damage, blank page detection)
- On-the-fly metadata entry and custom batch naming
- Gesture control and ergonomic one-touch scanning

By handling all image capture and preprocessing internally, CertainScan minimizes errors, reduces manual prep, and maintains full control of output quality.

HOW INTEGRATION WORKS

- OPEX scanners integrate into broader IT ecosystems through a structured export model. This includes: Scanned documents are exported in standard formats (PDF, TIFF, JPEG)
- Metadata is saved in importable formats (CSV, XML, TXT)
- Files and data are deposited in shared folders or network locations
- ECM import modules retrieve and ingest the documents automatically

With this setup, Falcon+ and Gemini scanners can serve as high-speed front-end capture hubs for virtually any ECM or business system, including those that don't natively support proprietary drivers.

CONSIDERATIONS FOR INTEGRATION TEAMS

Because CertainScan manages scanning and output directly, integration teams will want to:

- Define folder structures and naming conventions in advance
- Coordinate metadata formatting with downstream system requirements
- Configure watched-folder or scheduled import processes within target platforms

This upfront planning supports a structured “capture-then-import” workflow—one that ensures quality, improves traceability, and scales easily as projects grow.

In short, OPEX scanners don't just capture documents; they enable a smarter, more resilient integration strategy tailored to the real-world demands of document-centric operations.

INSIGHT

HOW TO INTEGRATE DOCUMENT SCANNERS INTO YOUR ENTERPRISE WITHOUT ADDING IT HEADACHES

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CHAPTER 4

PREPARING FOR TOMORROW: FUTURE-READY TECH INVESTMENTS

Scanning technology isn't just about today's needs—it's an investment in long-term operational resilience. As compliance standards tighten and SLAs become more demanding, future-ready infrastructure is critical.

When evaluating advanced scanning systems, consider metrics that indicate long-term performance:

- Images per hour (IPH): A real measure of system throughput in live environments
- First-pass accuracy rates: Percentage of documents successfully captured without exception handling
- OEE (Overall Equipment Effectiveness): A measure of uptime, quality, and speed
- Cost-per-scan: A holistic cost metric that includes labor, errors, maintenance, and time

Products like Falcon+ and FalconV+ are designed for long-term ROI. With an unlimited duty cycle and upgradable firmware, they scale with your needs. For government or archival clients, Falcon+ offers [FADGI 3-star](#) scanning with CertainScan, meeting federal quality standards for image preservation.



INSIGHT
IS YOUR BUSINESS FUTURE-PROOF? WHY INVESTING IN
ADVANCED SCANNING TECHNOLOGY IS NON-NEGOTIABLE

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CHAPTER 5

REAL-WORLD RESULTS

OPEX customers have proven that intelligent document capture produces real, measurable outcomes:

- [Iron Mountain Government Solutions](#) reduced labor needs and cleared a government records backlog with 90 Falcon+ scanners, delivering a 30% increase in overall digitization efficiency.
- [Konica Minolta](#) cut document prep and scan time by 69% for fragile 50-year-old HR files, reducing a 10-hour job to 3.1 hours while maintaining accuracy and compliance.
- [An Post Commerce Business Solutions](#) achieved a 33% gain in throughput while processing complex archives, scanning 800 pages per hour on average during a seven-hour shift.
- [Tectel SA](#) used Falcon+ for on-site scanning of patient records in a hospital, increasing accessibility and security by keeping data local and digitizing directly to internal systems.

These case studies confirm that IDP isn't theory—it's operational transformation with proven results.

“I was a skeptic at first, but the OPEX scanners increase our efficiency and provide advantages that saves us time.”

Phil De Simone,
IIM National Director,
BPO Services, Konica Minolta



CONCLUSION

NEXT STEPS FOR BPOS AND SERVICE BUREAUS

For document-intensive service providers, intelligent document processing is more than a technological upgrade—it's a competitive differentiator. It allows you to reduce manual touchpoints, increase data accuracy, enhance regulatory compliance, and adapt rapidly to client demands.

With advanced platforms like the OPEX Gemini, Falcon+, and Falcon+ RED, and the robust integration and automation capabilities of CertainScan, BPOs are equipped to lead in a digital-first future.

Don't let outdated workflows hold your business back. [Contact us](#) today to unlock AI-powered document capture, seamless integration, and future-ready automation—all designed to reduce costs, improve accuracy, and keep you competitive.

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NEXT GENERATION AUTOMATION

We engineer unique automated solutions to address complex business challenges. Our scalable Warehouse and Document & Mail Automation solutions drive efficiencies in infrastructure. Our family-owned company has over 1,500 committed employees who work together to innovate, manufacture, install, and service products that are helping transform industries every day. We listen to our customers and work together to reimagine the future through automated solutions.

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