

# MDS Software powers proprietary offering with OmniPage.

## Challenge

- Needed increased OCR accuracy for scanned PDF documents
- Required active support

## Solution

- Nuance OmniPage® Server

## Results

- More accurate OCR on difficult to scan documents
- Active, rapid support
- Scalable back end to balance accuracy and speed

## Summary

When MDS developed the RapidPay Invoice Scanning & Web Based Approval System add-on for its flagship MDS Explorer property management software, it envisioned a seamless experience that would allow its customers to scan invoices, have the invoices undergo OCR, populate the accounting software with information and then be routed for electronic approval. However, the back end product originally selected was not living up to expectations, providing MDS's customers with results that required significant manual intervention. Additionally, the vendor did not provide active support or investigate issues reported. MDS knew it needed a better solution.



“We were looking for a high level of support in a system that gave us the flexibility to find the right balance between speed and accuracy. Nuance OmniPage Server gives us all those things.”

Adam Friedberg, Vice President, MDS

MDS had two very straightforward requirements going in to the search process. First, the product it chose to power the RapidPay back end needed to accurately OCR scanned documents. Second, the company providing the back end solution needed to provide active, rapid support and investigate issues promptly. After evaluating several providers, MDS ultimately chose Nuance® OmniPage® Server.

#### **The scalable sweet spot between speed and accuracy**

The programming team evaluated at least five different products before coming to the conclusion that OmniPage Server would best suit the needs of MDS and its customers. Accuracy and speed were priorities, but being pragmatic, the programmers also knew one might need to be sacrificed for the other, particularly on hard-to-decipher documents. OmniPage Server provided MDS with a scalable “sweet spot” that would allow the company to choose what to prioritize. As a bonus, it was also competitively priced.

“OmniPage is more scalable out of the box than our previous solution,” said Adam Friedberg, Vice President. “As we add end users to our software, we’re able to ramp up our ability to process additional volume very easily with Nuance.”

#### **Confidently solving problems for customers**

With OmniPage Server powering the back end of RapidPay, MDS is in a better position to help its customers be more efficient and eliminate human error in the accounts payable process. The previous solution had a lower accuracy rate, particularly when scanning documents with content in frames. Customers would have to more frequently key in data themselves, defeating the purpose of using RapidPay.

The difference in RapidPay since MDS began using OmniPage Server as its back end is dramatic. Customers are able to receive more accurate OCR results, saving them time and removing the possibility of human error from the invoice entry processes. Instead of manually inputting invoices, customers of RapidPay scan their

invoices into the software, using the RapidPay interface. RapidPay then runs OmniPage Server to OCR the document.

RapidPay populates accounting fields with the data culled from the invoice, and the original invoice is displayed alongside the data entry screen for easy reference. This not only speeds the approval and payment process by automating data entry and routing of invoices appropriately, but it also helps companies create an audit trail for compliance purposes. From the end user perspective, OmniPage Server is invisible – but it’s the powerhouse generating accurate returns in the RapidPay software.

As a result, MDS is much more confident selling RapidPay to its customers, knowing that OmniPage Server is returning results that meet internal and external expectations. There are fewer calls to MDS support – but more importantly, when MDS introduces RapidPay to a new client, it lives up to the hype.

#### **A supported back end**

Additionally, MDS needs rapid support, particularly since its customers rely on it for mission critical accounting functions. Previously, the company would have to wait at least 12 hours for action to be taken on submitted tickets, and the vendor would suggest fixing issues in post-processing. With Nuance, MDS receives rapid support, and Nuance updates OmniPage Server based on feedback.

“What is nice is that, when you report a bug or weakness, Nuance takes it seriously and resolves the issue,” Friedberg said.

With the help of Nuance, MDS is able to offer a valuable add-in to its customers. Currently, tens of thousands of pages are processed monthly with RapidPay, and with OmniPage Server powering the back end, it will continue to meet customer expectations and attract new users and higher processing volumes.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit [nuance.com](http://nuance.com)

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