The **must-have** features in a **best-in-class** OCR solution

Imagine that your company has a new product release lined up, and your executive team has determined what's needed to help it truly differentiate in the market: **optical character recognition (OCR).**

After you finalize your timeline and budget, you can begin your researching journey. You'll quickly find many OCR vendors and products in the market—some of them free. But while implementing a free, open-sourced OCR solution may be good for your company's checkbook, it may make your product vulnerable to accuracy and security-related issues.

To find the perfect OCR partner for your business and avoid potential pitfalls, follow these six guidelines:

1. Brand history and reputation

Finding a partner with a proven track record and history of success is the best way to avoid potential behind-the-scenes issues or shortcomings. To narrow down your search, take a close look at a vendor's history, how long they've been in business, their customer base, the breadth and depth of solutions they provide and whether they offer support and warranties for their products.

Also look to see if a vendor is merely repackaging and reselling OCR technology, or if they're designing proprietary technology in-house. You want to ensure they can provide the right technology and be the right partner for your business.

2. Robustness of solution
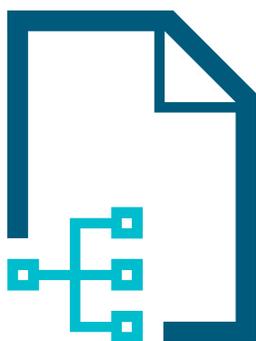
Organizations use a variety of different document programs and create and share an even wider selection of formats. The OCR solution you choose should support a wide range of these image and application formats, including JPG, TIF, PNG and PDF. Document conversion capabilities should be available for Microsoft Office's entire suite of applications, including Word®, Excel®, PowerPoint® and Corel® WordPerfect®, as they are arguably the most widely used among businesses today.

Having access to these capabilities, as well as the ability to integrate template-based forms processing and document classification technologies, can help you create the best solutions for your customers.

3. Accuracy

Accuracy is critical for successful document conversion—especially in industries such as legal and healthcare, where organizations must comply with strict governmental regulations. As PDFs and documents are converted, all text and characters must be transferred, all spelling and punctuation must be correct, and all formatting, such as columns, tables and graphics, should be converted.

Having an OCR solution equipped with accurate machine-print OCR, handprint, checkmark and barcode recognition engines will also guarantee proper document conversion. So, when users share, access and edit documents, they're seeing the original—and correct—information.

4. Speed

In the business world, time is money. Whether your application will be used internally or sold to customers, you must guarantee that documents get converted as accurately, and as quickly, as possible. All OCR vendors should offer a free trial process. Have your development team run tests on a few different options to gauge how many documents can be converted per hour and whether human intervention is required during the process.

5. Security

Data security is critical for all businesses today. Whether you provide applications for healthcare, legal or software organizations, you need to convert, deliver and store information securely. When you select an OCR vendor, you're entrusting them with the integrity of your application and the safety of your company's (or client's) proprietary data, so make this a key area of focus.

6. Support

A vendor may provide the best technology, but service and support truly separate the leaders from the laggards. There may be times when your development team needs extra help during the integration process. Or they may find your application needs a very specific feature or capability to take the product to the next level.

Your OCR vendor should have a support team on hand to help with all your OCR needs—from the planning to the launch and maintenance of your application.

Conclusion: Find the right OCR vendor

Businesses are only as good as their solutions and services. If your business wants to add OCR technology to your solution or application, you need a partner that covers all critical areas. Core capabilities must be in place so users can capture, recognize, classify and extract information, or convert images and files into editable documents. At the same time, the OCR solution you select must also provide the proper speed, accuracy and security to improve user experiences.

When researching and assessing OCR vendors for your solutions, consider Nuance OmniPage® Capture SDK (Software Development Kit) or OmniPage Server. OmniPage toolkits, pre-built modules and OCR APIs will enable you to incorporate imaging capabilities into your solutions—on any platform or embedded device.

About Nuance Document Imaging

Nuance Document Imaging provides the software solutions and expertise required by professionals and organizations to gain optimal control of their document output and information capture processes. The comprehensive suite of leading-edge solutions provides the opportunity to reduce the costs of cumbersome workflows and eliminate gaps across the lifecycle of their documents from origin to archiving. Nuance's cross-platform compatibility provides seamless deployment across all MFPs, printers, desktops and mobile devices. With an intuitive user experience, Nuance delivers more efficient and natural interactions with the technologies used to create, print, scan and process documents securely.

Learn more about Nuance® OmniPage® Capture SDK.

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Nuance Communications, Inc.

Company strength
- Approximately 14,000 employees
- Regional offices in 35 countries
- FY 2014 non-GAAP revenue was approximately $2.0 billion

Innovative solutions
- Nuance speech solutions support up to 80 different languages
- Nuance holds more than 4,300 patents and patent applications
- A team of more than 2,000 voice and language scientists, developers and engineers
- Nuance maintains one of the world's largest libraries of speech data
- Nuance has won awards for its solutions in every major product family

Proven use
- Nearly two-thirds of Fortune 100 companies rely on Nuance solutions
- The 8 largest handset and 10 largest auto makers use Nuance solutions
- Nuance solutions have shipped in more than 5 billion mobile phones and approximately 110 million voice-enabled vehicles globally
- There are more than 22 million registered users of Nuance desktop solutions

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