

YPO® is the largest public sector buying organisation in the UK, supplying over 30,000 products and 80 public sector frameworks to more than 60,000 establishments in the UK, including schools, universities, local authorities and emergency services.

The Challenge

In 2002, YPO decided to use **Advanced Capture Spectrum** (formerly DocXP) to process all of the business' purchase orders and immediately saw huge benefits in terms of cost reductions, efficiency and accuracy. The effects of time, along with the success and growth experienced by YPO over the last 13 years, has gradually seen the system become out-dated and out-grown by the business. The volume of orders during this period has increased by approximately 30%. From a hardware perspective, the solution was hosted on out-dated hardware, some of which was no longer supported.

The new solution not only needed to take into consideration the considerable growth of YPO and the inevitable advances in technology over the past 12 years, but also needed to provide a framework that could support YPO's ambitions for the future.

The Solution

- The latest version of Advanced Capture Spectrum combines new OCR technologies, along with cutting-edge classification and capture techniques, thus reducing the amount of operator input required.
- Advanced Data Spectrum (ADS) continues to provide the personal, bespoke service that had benefitted the relationship over the last 13 years.
- ADS worked closely with YPO to understand their current, specific requirements, carefully analysing how they differ from what the existing system provides.
- Improvements to the product were made to meet those demands, or alternatively, solutions were created.
- Image enhancements and advanced capture techniques were implemented to vastly improve the quality of fax images.
- The new solution utilises advanced classification techniques, provides improved capture without the need for templates, and allows the user to further improve capture for specific, problematic layouts by quickly creating simple definition rules when required.

"The enhanced system provides us with a stable platform that allows us to grow our business with better reporting, more accurate performance measurement and the opportunity to continue to improve."

Martin Armytage - Head of Customer Experience and Quality

In its core, the latest version of Advanced Capture Spectrum combines new OCR technologies, along with cutting-edge classification and capture techniques, thus reducing the amount of operator input required. At the same time, it was also essential that Advanced Data Spectrum (ADS) continue to provide the personal, bespoke service that had benefitted the relationship over the last 13 years. It was with this in mind that ADS worked closely with YPO to understand their current, specific requirements, carefully analysing how they differ from what the existing system provides. ADS spent the time needed to understand the current bottlenecks and issues.

Wherever possible, improvements to the product were made to meet those demands, or alternatively, bespoke solutions were created. An area of particular difficulty has always been the poor image quality of faxes. The new solution uses a combination of image enhancements and advanced capture techniques to vastly improve the results in this area.

One of the original appeals of Advanced Capture Spectrum for YPO was its ability to capture unstructured data without the need to setup complex templates. The new solution takes this principle a step further by utilising advanced classification techniques and providing improved capture without the need for templates, but also allows the user to further improve capture for

specific, problematic layouts by quickly creating simple definition rules when required.

The new Explorer module with a modern user interface provides a powerful user experience, from which users can see the current processing status, as well as access all key functionality.

Whether they want to monitor the performance and accuracy of a new employee, or the speed of the data capture engine, the new reporting module allows YPO to see all the key statistics at both a summary and detailed level. Additionally, real-time reports show the current state of processing, so that the supervisors can quickly identify and deal with bottlenecks as they occur. All of this delivered via Microsoft SQL Server Reporting Services, means that individual reports can be enabled for anyone within the organisation.

"The reports feature allows us to more effectively view performance of individual agents leading to increased productivity and an ongoing reduction in error"

Martin Armytage - Head of Customer Experience & Quality Assurance

"The ability to process the large volume and variety of orders both quickly and accurately are critical requirements to the continued growth and development of our business. This system delivers our needs of today and allows us further improvements for the future"

Martin Armytage - Head of Customer Experience and Quality Assurance