

Find a solution that



Can read outside the box

- Can the solution reliably read out handwritten, cursive and printed text?
- Can the solution extract mixed entries (handwritten & printed text) at the same time?
- Can the solution extract data from low resolution, faxed and difficult to read images?
- Can the solution read multiple languages?
- Can the solution improve image quality?
- What is the accuracy rate for different document types?



Is easy to implement & use

- How easy is it for the system admin to create new groups and other frequent tasks?
- Has the solution been put through user testing as part of the development?
- Does the solution take non-technical users into account?



Is within your infrastructure

- How easy is the solution to set up, implement and maintain?
- How does the vendor help to allow the solution to fit into existing infrastructure?
- How do you ensure accuracy from the start and over time?



Invests in itself & your long term success

- Does the vendor ask about and respond to your company's pain points?
- Which support can clients expect?
- How do you publish new features and communicate them to existing clients?
- Does the vendor dedicate itself to investments in products and technology?



Improves the customer experience

- How does the solution take customer needs and requests into account?
- Is there a way to tie the solution to improved conversion and retention rates?



Delivers the value it promises

- How is the ROI calculated and which factors are considered?
- What is the average time-to-revenue?



Notes

