



SOFTOLOGY

Rates Management Focus

The Softology *Lenses for Rates* system does not use templates to determine how to capture data. Other data capture systems require templates to be updated when bills or invoices change, or new clients are launched, which is often impossible during busy periods, leading to large amounts of data being manually entered into the Rates system.

The Softology *Lenses for Rates* system does not use templates and learns from processing documents automatically, so no time needs to be spent in setting up or changing templates. The Softology *Lenses for Rates* system uses machine learning and pattern analysis to determine the pagination (or transaction boundaries) and work out where the data is positioned on the document. It is also very successful at using partial data to match records. This is a key component to the design and productivity of Softology *Lenses for Rates*.

One of the key problems when processing Rates bills is that often the data held within the Rates system is different from the data that appears on the bill. Addresses are different with certain words or phrases shortened, address lines are different between the data held and the data printed and sometimes Post Codes don't match. This means that a simple look-up process to match OCR data from a Rates bill to a hereditament record in the Rates system is unsuccessful. The *Lenses for Rates* system searches for matches to the hereditament using a variety of fields and partial fields to identify the best match from the OCR data. It then suggests to the user the best match but also provides a list of the next 20 best

matches. Most of the time the system's best match will be the correct match. On the rare occasions when this isn't the case the user will simply click on one of the other possible matches to process that bill.

The system can be configured to provide automated processing where the best matches are automatically processed and updated on the Rates system for payment. It can also be configured to process in a semi-automated way where the user can verify the match and data before the Rates system is updated.

The Softology *Lenses for Rates* software will improve capture and validation of data because it references the data directly from the client's Rates system. We will use as much data as possible to validate the data fields and identify a match in the Rates system. This will result in considerable savings in the time taken to perform manual look-ups to find account numbers/hereditament references. It will also save a significant amount of time in the manual entry of data.

The Softology *Lenses for Rates* system will automatically capture the data and the only manual data entry should be to correct items, which will be a very small amount of data. This is really a direct consequence of the quality of the documents and the OCR.

The system handles total amount bill matching and instalment payments. It can also process revised bills and it has the optional facility to apply notes onto a transaction if this is required.