



Facts at a glance:

- Over 70,000 documents processed each day on average
- Millions of digital documents available in online storage
- 32 document versions translated into 12 languages
- Data matching rates of over 99%
- Powerful user search functionality
- Secure access across 16 client offices nationally and 74 overseas offices
- Secure processing facility cleared to handle classified information (ACSI33)
- System flexibility to implement continuous improvement
- Recognised data accuracy and quality to the highest user standard (Australian Bureau of Statistics)

Case Study - Intelligent Imaging - DIAC

Large scale form processing is rapidly becoming an integral part of commercial operations.

The Business

The Department of Immigration and Citizenship (DIAC) was appointed to act as a source of critical information for both the Commonwealth and private sectors. DIAC has 16 offices in Australia and 74 overseas and, whilst it had developed a range of sophisticated systems to capture and collect the required information, the volume was outstripping its capacity.

The Challenge

To automate DIAC's existing document processing solution so that it's capable of capturing accurate information from over 25 million forms (per annum) from passenger movements in and out of Australia. The information from the cards are a critical source of information for the Government and the private sector and must be collected within strict timeframes.

The Solution

Converga was selected because it combined the latest technology with the best value for money solution. Converga applied a sophisticated set of techniques to ensure the accurate and timely processing of all document data. For example, the use of Optical Character Recognition technology reduced the amount of manual handling. Importantly, Converga's Technology Centre met DIAC's stringent security requirements. It has the capability to process over 150,000 documents every day and is one of the most sophisticated facilities in Australia.

The Outcome

Outsourcing the entire process to Converga (i.e. collecting, preparing, imaging, extracting and archiving data) gives DIAC the highest possible accuracy and quality of data plus a reliable means to forecast expenditure. DIAC also benefits because Converga's skills, experience and technology removes the need to invest in expensive in-house resources and infrastructure.