



Use Case
**Business Process Outsourcing (BPO) as an Enabler
to Enhance Document Workflow Management**

Overview

As technology and business requirements advance, business process outsourcing companies (BPOs), or service bureaus, face new challenges from their customers. For these outsourcing organizations to be successful in today's changing environment, their automation technology for document processing must be scalable, customizable, cross functional and secure



A2iA's software toolkits are proven to automate larger, more complex projects that ensure organizations gain access to more critical data that drives business insights and customer engagement

Challenge

The evolution of the market brings new requirements for these outsourcing organizations to optimize their document workflow. Not only do specific technologies need to be adapted to address customers' new workflows and processes, such as online onboarding, but BPOs must also ensure that their solutions address security controls and database requirements. In addition to managing their own internal processes, the service bureau must also be mindful of their own engagement process: a quick, simple, and hassle-free onboarding processes for their own customers is a must.

Traditional turnkey software tools for document management no longer meet end-user requirements, who are seeking solutions that are adapted to their specific needs and projects. Workflows are traditionally complex in nature, including varying data types and document layouts. The selected software solution must include intelligent tools that can automate complex documents, including those that contain unstructured and even handwritten information, such as: forms, customer correspondences, contracts, ID documents, proof of residency documents, receipts, and payments /checks.

Solution

Powered by artificial intelligence, machine learning and neural networks, A2iA's software toolkits are proven to automate larger, more complex projects that ensure organizations gain access to more critical data that drives business insights and customer engagement. These software toolkits are scalable and flexible, and offer the ability for customization to address the specific requirements of each outsourcing project, such as data extraction, document classification, mobile capture, and customer authentication.

Easily integrated into the BPOs in-house application platform, A2iA delivers more access to printed and handwritten data, including that found on complex structured and unstructured documents. With A2iA, BPOs gain access to more complex, previously out-of-reach data, and speed their automation, reduce costs, and drive business decisions with more actionable intelligence.

A2iA develops all of its own technology in-house within its research laboratory – the world's largest private lab of its kind. A2iA is the only software developer with this type of lab, and working closely with its BPO partners, is able to develop new features that address their specific needs as well as the changing demands of the market.

Key Customer Benefits



Process all types of documents from handwritten to printed, and in varying formats.



Support all documents regardless of the method of capture: mobile capture or traditional desktop scanner.



Gain more revenue per project and drastically reduce the cost of document processing by reducing the operator's manual tasks.



Speed automation and efficiency, and access to critical business information.



Generate a fast return on investment (ROI).