

# Transforming Business Processes for BPOs:

*Enable Fast, Accurate Service, and Improved Customer Experiences*

## Evolving BPO Practices are Permanently Changing the way Businesses Operate

Technologies like the internet, cloud, artificial intelligence, and mobile devices are playing larger roles in business processes. With the increased use of these disruptive technologies, organizations must adapt or risk losing market share and becoming irrelevant. Once included in the way they do business, their processes will ultimately become more and more efficient, effective and deliver increased value to their customers. For Business Process Outsourcing firms (BPOs), the transformation of the processes will accelerate, enabling reduced costs and enhanced responsiveness to customers for a smarter and more digitized experience. For the BPOs and their end-users, a technological advance will help to increase performance and profitability.

## Enhance the Document Management Workflow

Processing information quickly, accurately and securely is key for business process outsourcing companies in order to save costs and to meet the needs of their customers. Technologies need to be adapted to address customers' new workflows and processes such as onboarding or the inclusion of mobile images, and BPOs must ensure accurate and secure automation to deliver a visible ROI. For example, when workers are manually entering information into spreadsheets or even onto paper documents, the potential mistakes and time consuming labor has a direct impact on customer service. For many BPOs, it is essential to advance their document management processes with a flexible solution that speeds automation, simplifies customer interaction and connects systems of record with systems of engagement.

To meet these requirements, BPOs must integrate the ability to handle complex data from various types of documents and multiple input methods, regardless of the industry for which they work.

### Automation is a must in order to save time and money:

- Reduce Data Entry,
- Streamline Processes and Access to Information,
- Reduce the Costs of Document Processing,
- Improve Data Management,
- Ensure Quality & Security,
- Offer Better Services to Customers.

# Speed Automation & Deliver More Access to Most Complex Data with A2iA

A2iA's intelligent recognition toolkits work to improve automation by giving you the time and flexibility to focus on offering exceptional services. Eliminate manual data entry while maximizing processing speeds with automated access to the most complex data. 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 outsourced project, such as data extraction, document classification, or mobile capture.

- Powered by Artificial Intelligence, Machine Learning & Neural Networks
- Flexible, Scalable and Configurable Toolkits
- Recognition of All Types of Documents in Multiple Languages
- Gain Automation & Efficiency
- Generate a Return On Investment (ROI)

Easily integrated into the BPOs in-house platform for a customizable, scalable and flexible solution, A2iA delivers more access to printed and handwritten data, including that found on complex structured and unstructured documents. With A2iA, BPOs speed their automation, reduce costs, and drive business decisions with more actionable intelligence.



## DOCUMENT CAPTURE

- Capture any type of document
- Recognize machine print, handprint and cursive handwriting
- Image processing: skew & orientation correction / automatic cropping / noise & shadow removal



## DATA CLASSIFICATION & EXTRACTION

- Automatic categorization and classification based on both layout and contents
- Locate & extract key words from documents
- Reduce manual keying



## WORKFLOW

- Configurable software toolkits available for integration into document management systems