

INTELLIGENT AUTOMATION:

Take Your **Business** to a Higher Level of **Productivity**

A Buyer's Guide to Intelligent Document
Processing (IDP) Solutions



The most overlooked opportunity in IT

Intelligent Document Processing (IDP) solutions offer significant productivity gains to businesses of all kinds, yet these solutions are currently not well known or understood among IT professionals.

In this eBook, we explore the common pain points and challenges regarding document and data processing in business today and offer unique industry insights based on decades of information capture and processing expertise.

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What is IDP?

The river of documents that flow into a business can become a flood, making it increasingly difficult to pull high-quality data out of the raging rapids and get it where it needs to go. To stay competitive now and into the future, businesses need to simplify document-intensive processes and take advantage of new technologies that amplify productivity.

This is where **Intelligent Document Processing (IDP)** software fits into the enterprise technology stack. This specialized software leverages machine learning and artificial intelligence (AI) to automate document and data processing workflows, reduce repetitive manual tasks, improve accuracy, and significantly increase business productivity. IDP sits at the intersection of advanced data capture and business process automation.

IDP solutions use advanced technologies such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), and machine learning (ML) to automatically classify, extract, and validate data from documents such as invoices, purchase orders, and contracts.

IDP has become increasingly important in today's business landscape, as organizations face growing pressure to quickly process documents of various types from various sources, with data accuracy and compliance top of mind. Successful IDP solutions not only increase business efficiency but also reduce costs associated with manual workflows and human error correction.

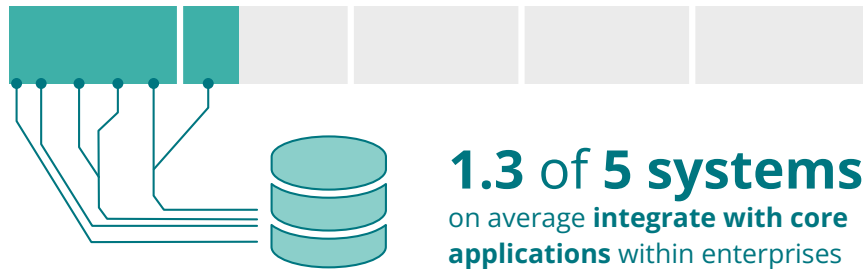
As tools of efficiency, IDP solutions should be easy to use and easy to integrate with other enterprise applications such as Enterprise Resource Planning (ERP) systems, Customer Relationship Management (CRM) and Electronic Health Records (EHR) systems.

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The Benefits of IDP

Today, up to **90%** of business information is siloed in various applications and formats [1] which makes it hard to track, share, and leverage the information. In addition, enterprises today use an average of five different information management systems, yet only a quarter of these systems integrate with core applications [2].



Successful information management increasingly requires the automation of multiple data types and input streams, and they all must work in concert with other business systems. **To make sense of all this data, businesses are increasingly relying on IDP solutions** to unlock key insights and new value.

IDP offers several benefits to organizations, including better process efficiency and improved data accuracy. With IDP, organizations can **process documents faster and more accurately**, reducing processing times and **improving productivity**.

IDP solutions also reduce risk that are common with manual data entry: errors in financial reporting, inventory management, customer orders, and other critical business applications. These errors can result in lost revenue, poor customer satisfaction, higher labor costs, decreased productivity, and lower employee morale.

By automating document processing workflows, data can be extracted quickly and accurately, thus **reducing the risk of data quality and compliance issues** and protecting against potential impacts to customer loyalty and brand reputation. This is particularly important in industries such as healthcare and finance, where regulatory compliance is critical.

IDP solutions also reduce the human resource costs associated with manual document processing and error correction, saving organizations significant time and money.

*The right IDP solution can deliver a **quick ROI** that pays dividends for years. The ability to **automate** the classification, separation, extraction, indexing, and validation of data from documents and other data sources is a **significant transformation for many businesses.***



IDP Use Cases

IDP solutions are used in a variety of industries and applications to improve the speed, accuracy, and consistency of document-centric business processes like **customer onboarding**, **invoice processing**, **patient onboarding**, **claims processing**, **accounting**, and more.

One of the most common use cases for these solutions is in the **finance** industry, where organizations use IDP solutions to process invoices, purchase orders, and other financial documents. In the **healthcare** industry, IDP software is critical for processing medical records, insurance claims, and other sensitive documents.

IDP solutions are also growing in use in the **legal** industry. Successful firms are using IDP software to process contracts, court filings, and other legal documents. In addition, IDP solutions are becoming increasingly common in **government** agencies, where data compliance and accuracy are top priorities.

The common factor among all these industries is the fact that **intelligent automation and data accuracy** are critical to operational efficiency and business growth.



Choosing the Right IDP Solution

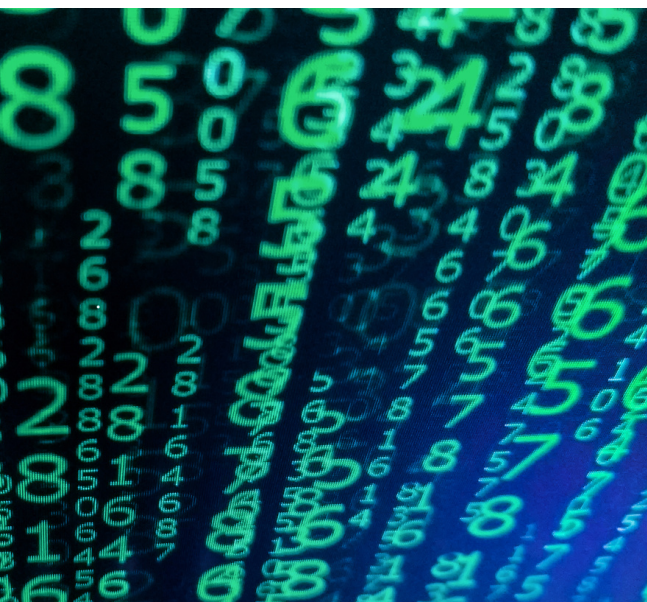
Choosing the right IDP solution requires careful consideration of several factors, such as the type of documents you process, the volume of documents, the complexity of your workflows, and your budget.

Analyze Your Workflow Requirements

To choose the right IDP solution for your business, start by identifying your document processing requirements. Identify the types of documents your business needs to process, the volume of these documents, and the average processing time involved. Consider the complexity of your workflows and the integration with other applications.

Most organizations will require a solution that can process more than paper documents; business inputs can occur almost anywhere. A robust IDP solution can quickly onboard and process information from many sources—such as email attachments, document scanners, mobile uploads, business systems, online forms, and watched folders—and then **integrate these sources into data management platforms such as EHR, CRM, and ERP systems.**

In addition, the ability to embed the solution's core functionality directly into these systems—**Salesforce** for example—can significantly improve the user experience. Real productivity gains can be realized when users don't need to constantly switch back and forth between applications in the normal course of their workflows.



CHOOSING THE RIGHT IDP SOLUTION

Systems Integration and Enterprise Scalability

Seamless integration with existing systems ensures that your IDP solution can efficiently exchange, update, and validate data across various applications, thereby harmonizing data across departments and enabling more unified and efficient workflows and business intelligence.

Of paramount importance is the scalability and flexibility of the IDP solution. Cloud-based solutions often have more flexible pricing models, can scale more easily, and have lower maintenance costs than managing installations for multiple on-site servers. Web-based solutions (with a single install that people can access via the company network) are also easier to update and maintain. This provides an added layer of security and assurance while simultaneously reducing the IT workload.



CHOOSING THE RIGHT IDP SOLUTION

AI Integration Capability is Key

The Intelligent part of IDP is where you'll find two prevailing approaches that impact flexibility and scalability. Some IDP software has built-in proprietary AI that provides convenience in an all-in-one solution, but at the cost of flexibility. Others **integrate with industry-leading AI tools**, adding a small amount of complexity for the added benefit of automatic updates and rapid scaling.

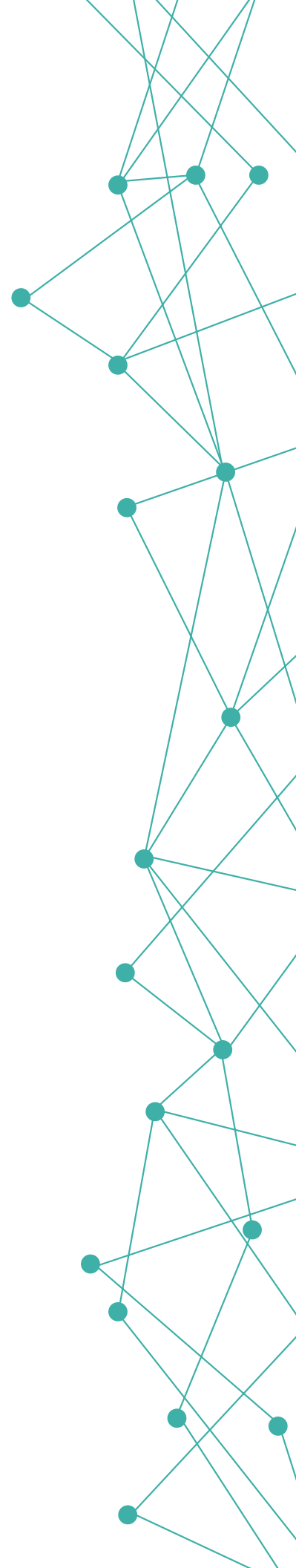
Every business has specific needs and a unique array of applications and connections within its IT environment. To gain the many benefits of an IDP solution as quickly as possible, it's important to know the systems and applications in your environment that the IDP solution will need to connect to.

EHR, CRM, and ERP systems are perhaps the most common, but many organizations will also require integrations with advanced tools such as machine learning (ML) and **handwriting recognition technology**. For some companies, the ability to recognize handwriting via cloud-based or on-premises AI tools is critical to business automation. The more flexible the solution is in terms of systems integration, the better your chances of success.

Some organizations embed their own AI tools, powered by proprietary ML algorithms, but this can limit their product growth to the company's internal rate of development and a product enhancement roadmap that might not be sufficiently transparent.

Instead, it's often better to rely on solutions that leverage the most advanced AI tools on the market via API so that **the system improves automatically over time**, at the rate of AI industry leaders such as Microsoft, Google, and Amazon. The current breathtaking speed of advancements in AI and ML make this guidance even more significant.

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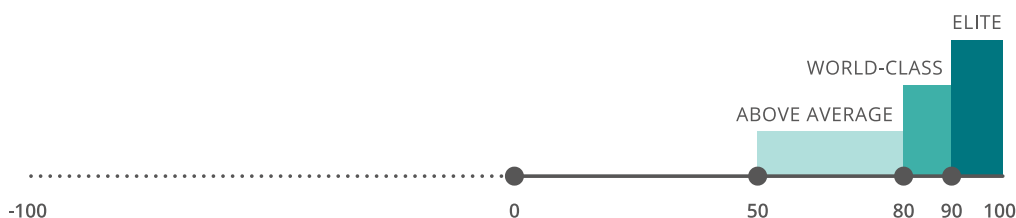


Consider Your Ongoing Support Needs

One of the most overlooked factors in choosing any technology solution is the support organization behind it. If the IDP solution provider has an **award-winning support organization** that is known around the world for its technical expertise, flexibility, and responsiveness, you're in better hands than any provider that does not. Training, hardware and software maintenance services, and responsive technical support are all key success factors and therefore critical elements in IDP purchasing decisions.

Look for Solution Providers with a Strong NPS

Let the market help guide your decision by looking up the solution provider's **Net Promoter Score** (NPS), a widely used benchmark that measures customer satisfaction. A strong NPS demonstrates long-term customer loyalty and success. According to the creators of NPS, Bain & Company, a score above 50 is above average and **80 or better is world-class** [3]. Net Promoter Scores of **90 or above are truly exceptional**, and a **reliable predictor of success**.



Whatever your specific IDP solution needs may be, you're likely to have the most success with organizations that have a proven history of solving these business challenges and a loyal and satisfied customer base.

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CHOOSING THE RIGHT IDP SOLUTION

Find a Solution Provider with Strong Industry Partnerships

When it comes to selecting a digital transformation solution provider for important components like **IDP software and document scanners**, look for companies that have strong partnerships with other companies in this sector, like ABBYY and UiPath for example. Both companies are global leaders in Machine Learning (ML), Robotic Process Automation (RPA), and data processing technologies.

When your solution provider has a strong partner program and long-standing technology partnerships around the world with other industry leaders, it's a strong sign that you're on track to making the right decision for your company.



Best Practices for Implementing IDP

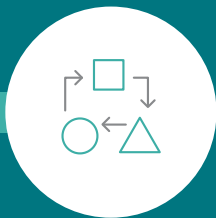
Implementing IDP in your organization requires careful planning and execution. Start by identifying your document processing requirements. You'll have an edge if you select a solution provider that offers expert consulting services, including **workflow analysis and design**.



Rely on Experts



Align Stakeholders



Test, Optimize, and Scale



Measure Success and Review Periodically

BEST PRACTICES FOR IMPLEMENTING IDP



Rely on Experts

To ensure a successful implementation of your IDP solution that sets up your organization to benefit from continuous ROI, follow best practices established through decades of experience and research. Rely on industry specialists who can guide you through the process and leverage their expertise to **align your unique environment and workflows with established best practices.**

Getting the right solution in place usually requires a combination of hardware, software, and professional services to make it all come together. Seasoned experts can help make sense of the complex array of requirements and optimizations you'll need to take your business to a higher level of productivity.

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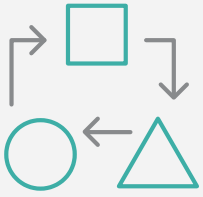


Align Stakeholders

Change management plays an important role in IT system implementations. For optimal success, involve key stakeholders in the design and deployment phases, including end users, IT staff, and business leaders. Broad inclusion will help **ensure that the IDP solution meets the needs of all stakeholders**, is aligned with business goals, and is easy to use and accessible to everyone.

According to Prosci, a leading change management research firm, projects that engage stakeholders and end users early in the process are six times more likely to meet or exceed objectives [4].

BEST PRACTICES FOR IMPLEMENTING IDP



Test, Optimize, and Scale

After you have selected a solution that's right for your business, conduct a pilot implementation to test the solution and identify any environmental issues. This pilot implementation should involve a small number of documents and users to minimize the impact on business operations.

After the pilot implementation is complete, develop a plan to roll out the solution across the enterprise. Start small and gradually scale the implementation to full capacity. This allows you to identify and address issues early in the deployment process and optimize where needed. In most cases, this careful process should prove to be smooth and without incident.

This plan should also include training and support for users and integration with downstream applications and RPA tools. Even if the solution is easy to use, it's helpful to invest some time in user training and support to ensure that everyone is comfortable with the solution and is prepared to use the solution in the course of their job roles.



Measure Success and Review Periodically

It's important to develop a plan for measuring the success of the IDP solution deployment. This includes setting goals for processing times, accuracy, and compliance, and regularly monitoring these metrics to ensure that the solution is delivering the expected benefits. Again, expert **professional services will enable this critical success factor** and limit the burden on internal IT resources.

Finally, regularly review and evaluate the IDP implementation to identify areas for improvement and ensure that the solution continues to deliver the expected benefits. As business needs grow and change, so too should a robust and flexible IDP solution.

IDP Case Studies

To illustrate the benefits of IDP, it can be helpful to examine case studies of companies undergoing digital transformation that have successfully implemented IDP solutions. Here are a few real-world examples.



Insurance company reduces claims processing time by half

A large insurance company was struggling with manual document workflows. They implemented an IDP solution that automated their document processing workflows and reduced claims processing times by over **50%**. The solution also **improved compliance and data accuracy**, which are critical success factors for many businesses.



Global logistics company accelerates invoice processing

A global logistics company was manually processing thousands of accounts payable invoices each month. They implemented an IDP solution that automated all invoice processing workflows, which reduced completion timeframes from days to minutes. This process improvement resulted in **significant cost savings, better data accuracy**, and set a new standard for performance.



Large BPO improves efficiency in all strategic categories

A leading Business Process Outsourcing (BPO) company specializing in document management and automation services sought to upgrade its technologies and solutions to improve service delivery, reduce costs and complexity, and lower the carbon footprint of its IT stack.

More specifically, they needed to expand their technologies and level of services to include the import and processing of digital images, emails, and various attachments, and automatically classify these documents on the fly. Workflow **integrations with AI services from Microsoft, Google, and Amazon were especially important to serve a variety of customers** that wanted to take advantage of the latest developments in AI-based productivity tools.

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This BPO implemented an IDP solution that took their technology offering to a higher level of automation and intelligence. They were able to provide data capture solutions that could **onboard data from multiple sources**, such as forms, letters, email, and paper documents of various types—even paper that includes handwriting and other challenging data elements. This information could then be **quickly classified, extracted, and delivered into CRM and ERM systems** with minimal or zero human intervention required.

These capabilities enabled them to serve their customers better while significantly improving data accuracy and workflow efficiencies across the board.

*These brief examples demonstrate the **significant benefits that IDP solutions** can provide to many organizations, including improved productivity, information accuracy, cost savings, and overall business efficiency.*



**Improved
productivity**



**Information
accuracy**



**Cost
savings**



**Business
efficiency**

Summary: Why IDP?

Intelligent Document Processing is a key component of digital transformation initiatives in organizations all over the world, as it enables businesses to **automate document and data processing workflows**, reduce manual effort, and stay competitive now and into the future.

IDP solutions provide significant benefits to businesses of all types and sizes. By processing documents faster and with greater accuracy, businesses can **operate more efficiently, reduce risks, and deliver better customer experiences**. IDP solutions can also unlock new business opportunities by providing real-time access to critical data, enabling more informed, data-driven decisions and faster responses to changing market conditions.

When selecting an IDP solution, there are many key factors to consider, including the solution's scalability, level of automation, ease of use, vendor support services, and integration with downstream applications. This complexity emphasizes the value of choosing a vendor that can provide consultative services and leverage insights and capabilities from its broad partner ecosystem.

REFERENCES

- 1 [How Intelligent Document Processing Could Help Transform Your Data](#) (Forbes)
- 2 [2023 State of the Intelligent Information Management Industry](#) (AIIM.org)
- 3 [What Is a Good Net Promoter Score?](#) (Qualtrics)
- 4 [What is Change Management and How Does it Work?](#) (Prosci.com)

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