Your Pathway to Intelligent Document Processing & AI-Powered Automation

BRIDGING STRATEGY AND EXECUTION

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Introduction and Overview

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Introduction of Moderators

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infosource
INFORMATION THAT EMPOWERS

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What to Expect

- Workshop topic and style
  - Planning for Intelligent Document Processing & AI-Powered Automation
  - Interactive – Information Sharing and Hands-on Exercises
- Introduction of audience
  - Level of expertise, Industry, Current use of IDP Solutions, Experience Mapping Business Processes
  - What are you hoping to get out the workshop?
- Ask questions throughout

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Part 1: Strategic Foundation

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78%

% of enterprises who expect an ROI of GenAI investments within 1-3 years
Source: KPMG GenAI Survey 2024

24k

AI-related patent applications filed in 2024 globally
Source: WIPO

$7.7B

Global end customer IDP investment in 2024
Source: Infosource S.A.

Overview: Current State and Future Opportunities of IDP and AI-Powered Automation

- Current state of the IDP industry
- Key trends in Intelligent Document Processing and Process Automation
- Common use cases and business opportunities
- Recommendations to embrace GenAI opportunities

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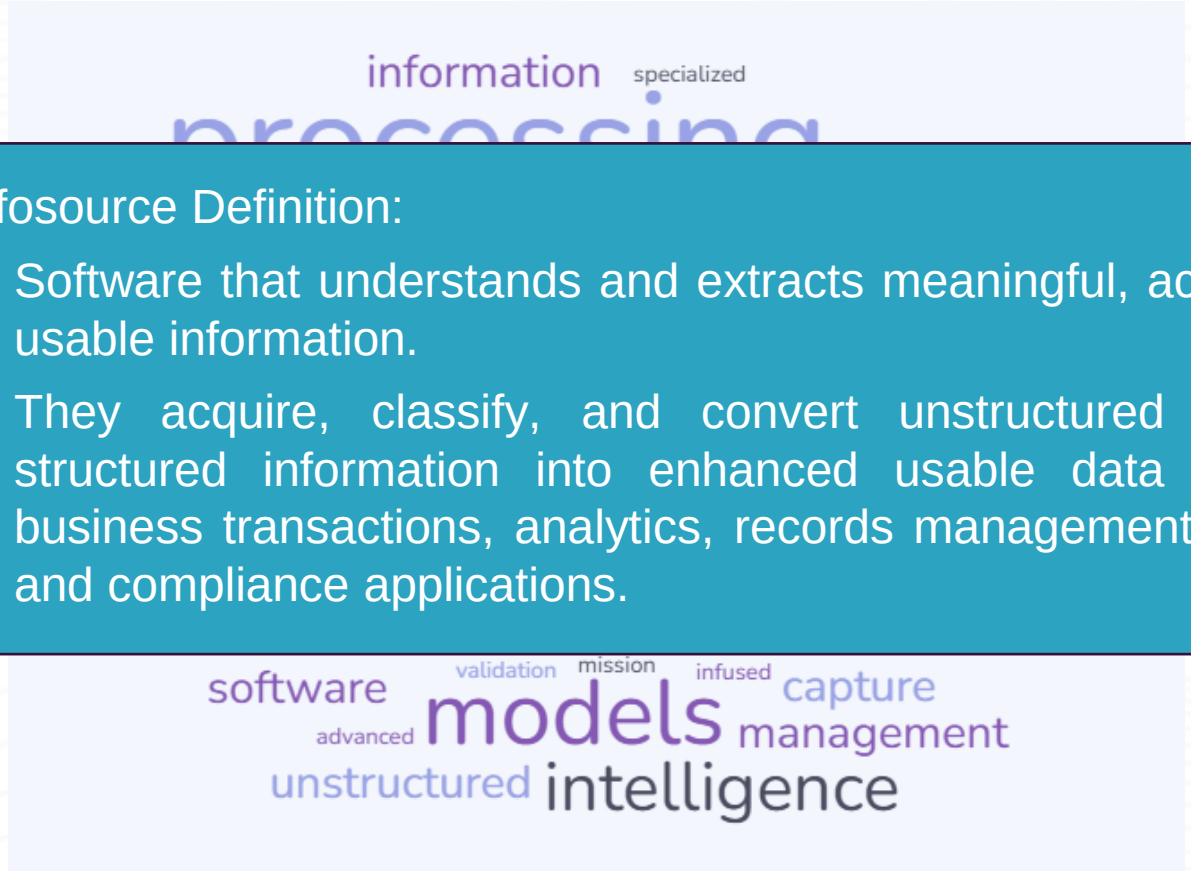
What Does IDP Mean?



Infosource Definition:

- Software that understands and extracts meaningful, accurate, and usable information.
- They acquire, classify, and convert unstructured and semi-structured information into enhanced usable data for use in business transactions, analytics, records management, discovery, and compliance applications.

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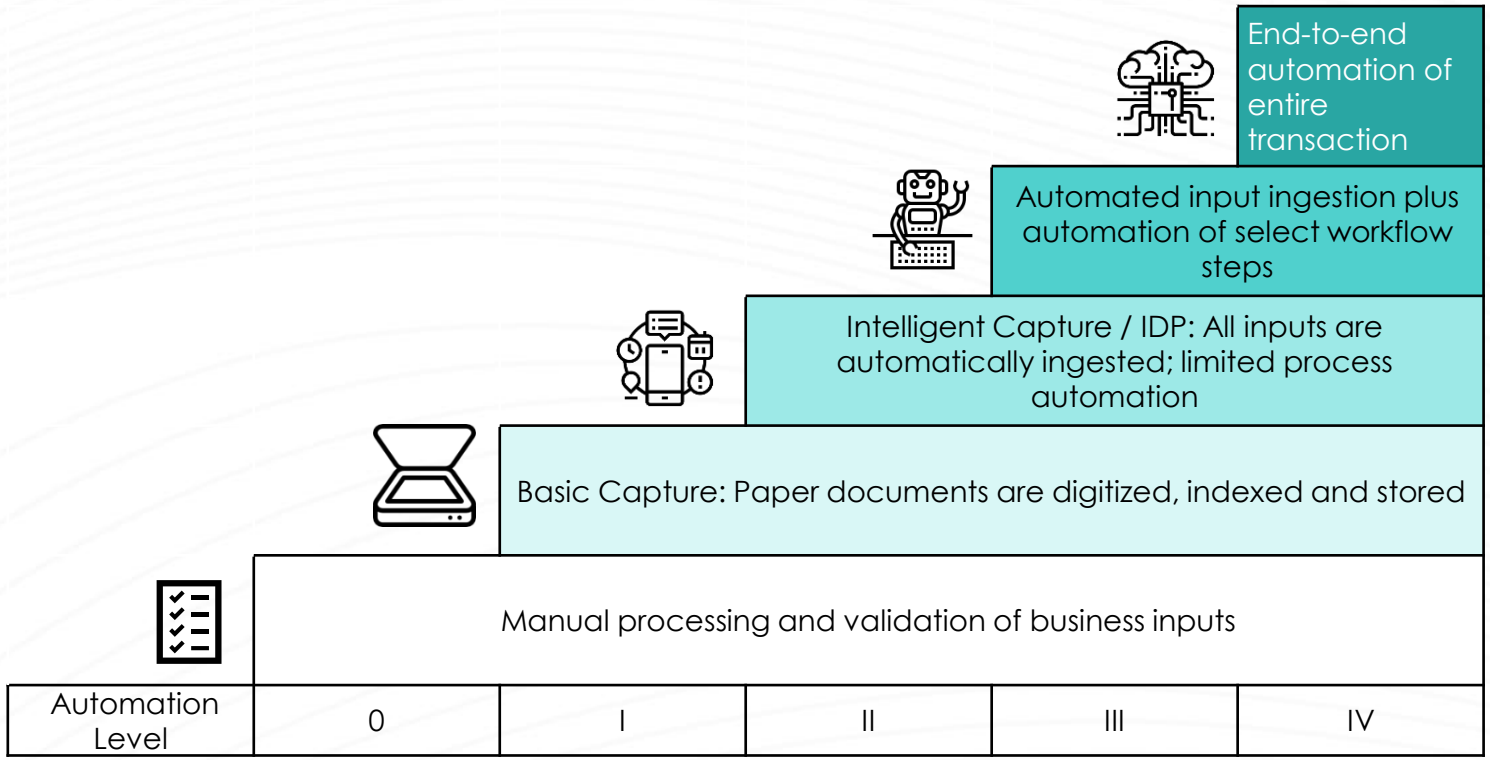
AI Plays A Key Role In Automating Input Ingestion

GenAI is Advancing IDP to Autonomous End-to-end Process Automation.



Decision support

Validation; predictive analytics

Intelligent classification; computer vision

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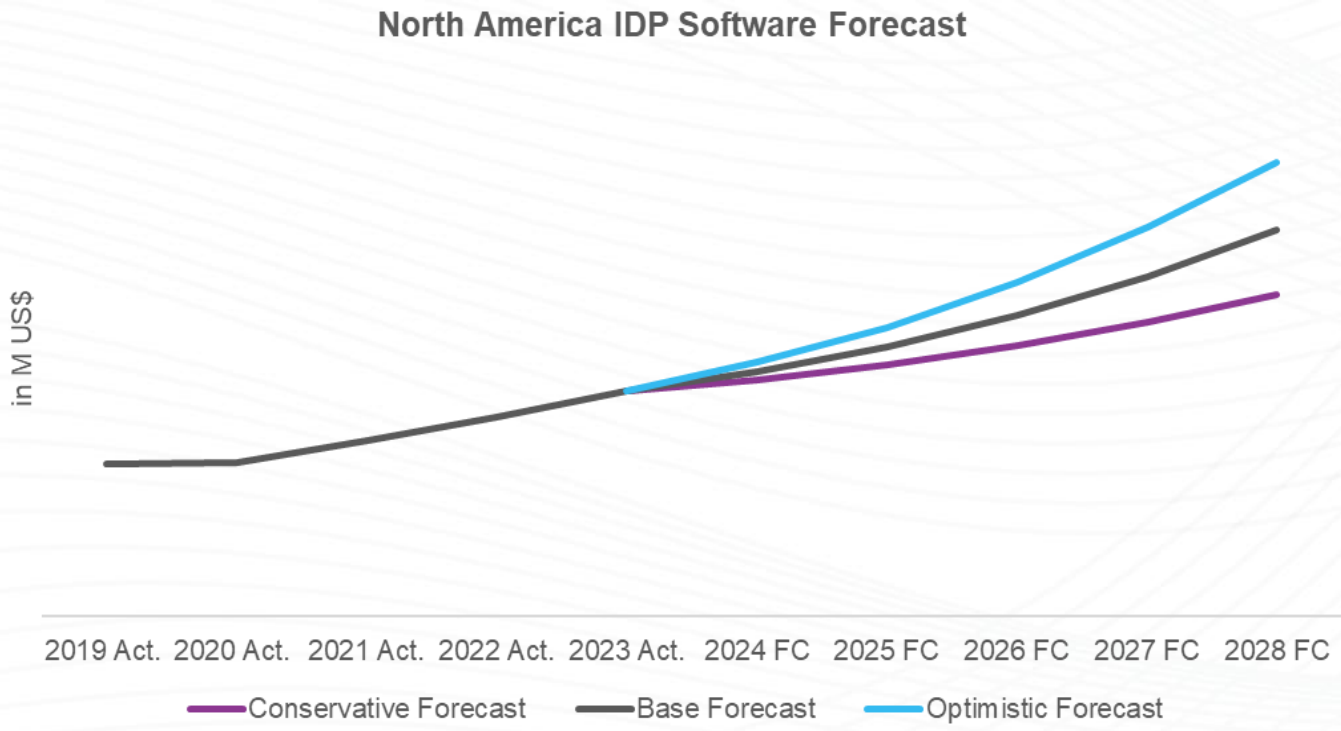
Future IDP Market Opportunities – N. America

Generative AI technologies will accelerate the IDP market growth after a short slow down.

- Inhibitors will continue to delay the deployment of GenAI based IDP solutions in the short-term
- Over time drivers will outweigh the inhibitors and accelerate the adoption of automation of the ingestion of unstructured inputs
- GenAI technology will drive the adoption of agentic automation supporting real time decision support



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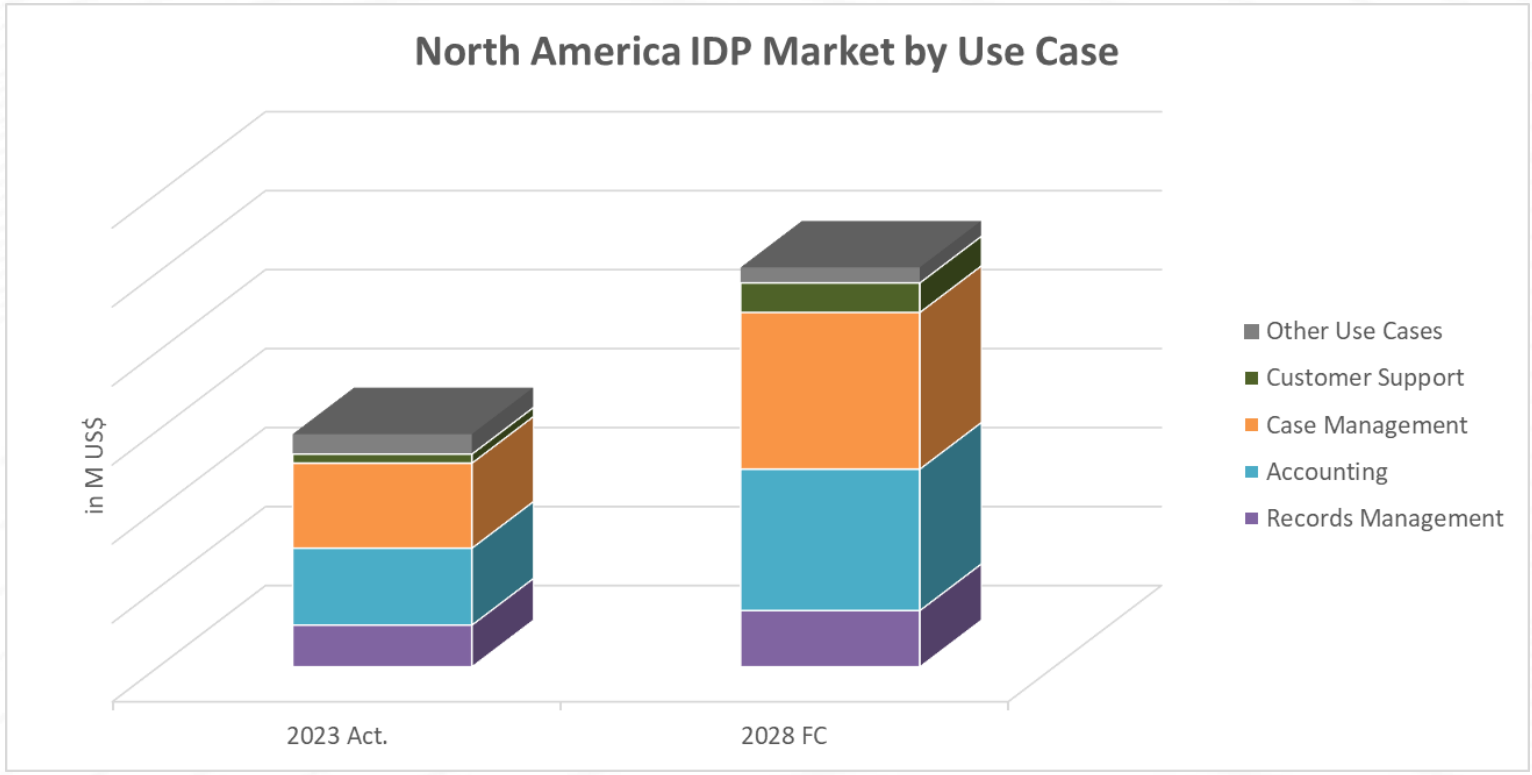
Automation Opportunities – Key Business Applications



Largest growth expected in Case Management driven by GenAI deployment

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Impact of Generative AI on Demand for IDP Solutions - Recommendations

Embrace Drivers

Look for case studies with proven ROI for GenAI infused IDP solutions

Evaluate specialized and customized LMs and RAG capabilities

Consider value of NLP based data queries, summarization for knowledge workers

Reconsider automation opportunities based on reduced implementation efforts

Evaluate multimodal opportunities to automate omni-channel inputs

Address Inhibitors

Address data privacy concerns

Enhance your AI expertise

Understand price premium of GenAI usage

Follow AI legislations

Consider concerns regarding AI

Evaluate IDP and Automation vendors based on AI expertise

Exercise 1: Opportunity Identification

- Introduction
- Interactive Effort:
  - List potential automation opportunities in your organization – Worksheet A
  - Rate opportunities based on impact vs. effort matrix – Worksheet B
  - Partner with Workshop participant; Ask your partner to explain the findings

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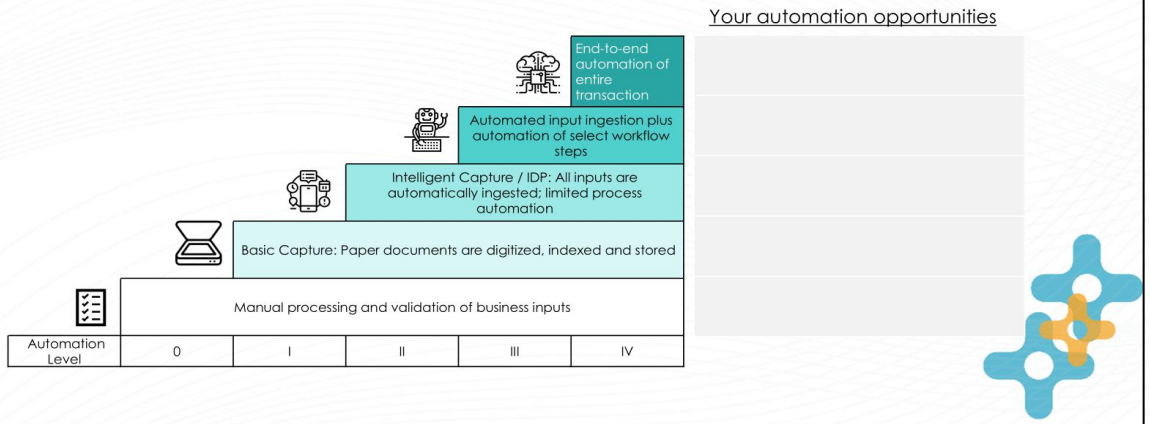
Exercise 1: Worksheets

Worksheet A

Task: List potential automation opportunities



Worksheet B

Task: Rate automation opportunities based on impact vs. effort

Part 2: Identifying Opportunities for Automation

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IMPLEMENTATION PLANNING - KEY CONSIDERATIONS

Implementation Planning

- Define Objectives and Use Cases - prioritize highest impact
- Assess and Select Technologies - evaluate existing systems, select new technologies
- Prepare Data - high quality data = foundation
- Training and Testing - test before execution
- Implementation - engage and collaborate with users
- Continuous Improvements - feedback, monitor performance

Define Objectives and Use Cases

- Define Clear Goals and objectives - guide decisions, shape scope of your project
- Document Desired Business Outcomes – improved ROI, increased productivity, enhanced security
- Identify Pain Points – solution definition
- Foster Stakeholder Collaboration – input and support = successful implementation

Assess and Select Technologies

- Evaluate Existing Systems and Processes – identify strengths and weaknesses of OCR software, data extraction tools
- Assess Scalability and Adaptability - determine if current systems can handle increased demand or adapt to changes in business needs
- Consider technical feasibility – compability, ease of implementation
- Select AI Technology(ies) - select those that are best suited for business needs

Prepare Data

- Evaluate Data Quality, Volume and Diversity – AI thrives on high-quality, well-curated data
- Identify Data Gaps – gaps in data availability, storage and management
- Implement Data Collection Mechanisms – collecting, cleaning and labeling data
- Document Data Processes – detailed record of data sources

Training and Testing

- Define and Align KPIs (key performance indicators) - focus on metrics such as: processing time, accuracy and error rates, cost savings
- Set up a Test Environment – simulate real-world conditions
- Design Forms, Define Key Fields and Create Templates – ensures consistency and accuracy
- Perform Functional and Security Testing – mitigate vulnerabilities
- Document and Analyze Results – identify trends
- Iterate, Innovate and Optimize – continuous improvement

Implementation

- Conduct a Pilot Project - test AI automation on a small scale to evaluate effectiveness
- Review Pilot Results – identify opportunities to refine approach
- Monitor and measure performance

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Continuous Improvements

- Develop a Strategy - manage transition to AI automation
- Gather User Feedback – insights for improvements
- Conduct Benchmarking – compare against industry standards and identify gaps
- Cross-Department Collaboration – fosters collaboration, identify new use cases
- Invest in Training – better utilize systems and contributes to continuous improvements

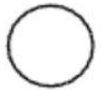
MAPPING CURRENT STATE PROCESSES

BPMN 2.0 - Business Process Model and Notation

- Globally accepted modelling notation of business processes. BMPN is a graphical notation (collection of symbols/element shapes) for process modeling, standardized by the Object Management Group (OMG).
- International standard - ISO standardization
- Intuitive
- Extensive selection of elements
- Executable format

BPMN 2.0 - Elements

Events

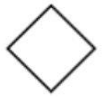


Represent occurrences that trigger or change the process, depicted as circles. Examples include start events, end events, and intermediate events

Activities

Represent tasks or operations performed in the process, shown as rectangles. Examples include user tasks, service tasks, and script tasks

Gateways



Decision points that control the flow based on conditions, represented by diamonds. Examples include exclusive gateways, parallel gateways, and inclusive gateways

Connectors

These elements show the flow and interactions between flow objects.

Artifacts

Provide additional information about the process.

- **Data Objects**: Represent data required or produced by activities.
- **Groups**: Used to visually group elements within a diagram
- **Annotations**: Provide explanatory text or comments

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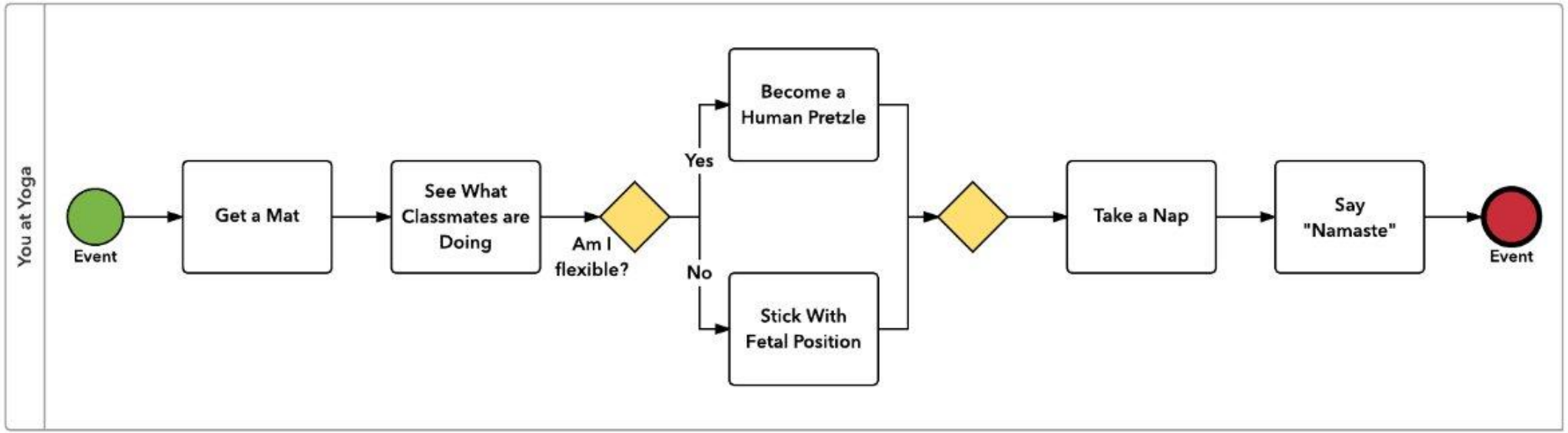
BPMN 2.0 - Example



Business Process Tools

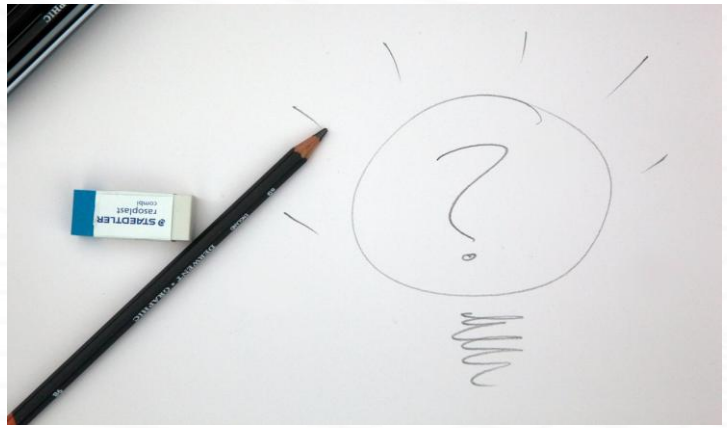
There are several tools available for documenting business processes..

- Lucidchart
- Microsoft Visio
- Bizagi
- Nintext

Exercise 2: Feedback on Process Example

- Introduction
- Interactive Effort:
  - Establish small groups with 3-5 participants
  - Review and discuss improvement opportunities for the business process sample provided – Worksheet C

Observations??



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Closing

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Critical Success Factors

Advanced AI technologies offer the opportunity to take a fresh approach to process automation and vendor selection.

- Honest assessment of digital maturity and level of expertise in advanced technologies like GenAI.
- Solid data quality.
- Consideration and integration with customer experience and communications.
- Close partnership with select vendors and integrators.
- Regulatory compliance and ethical consideration.

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THANK YOU!

Petra Beck
Senior Analyst, Software Practice

Nina Carter
President

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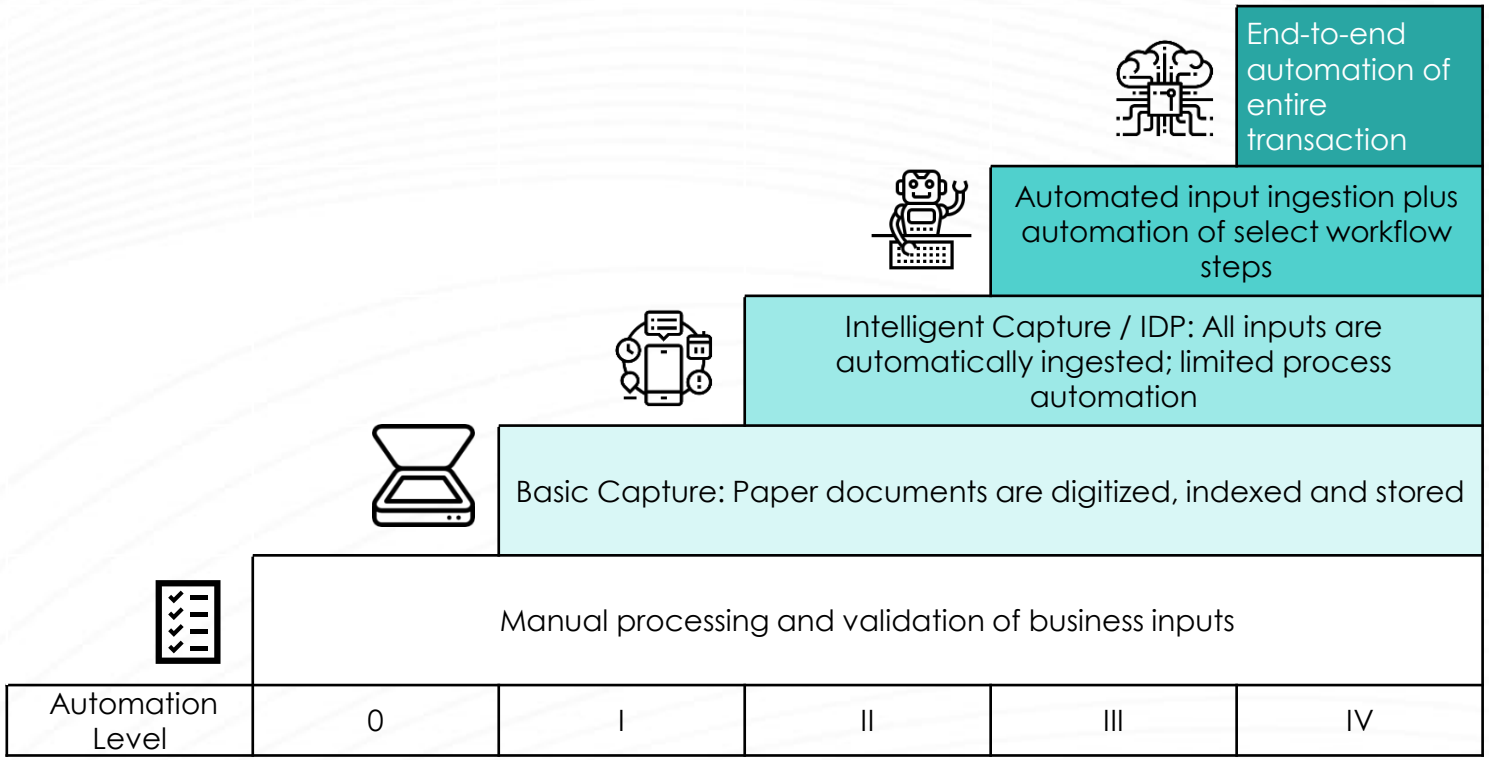
WORKSHOP 1 - HANDOUTS

Worksheet A

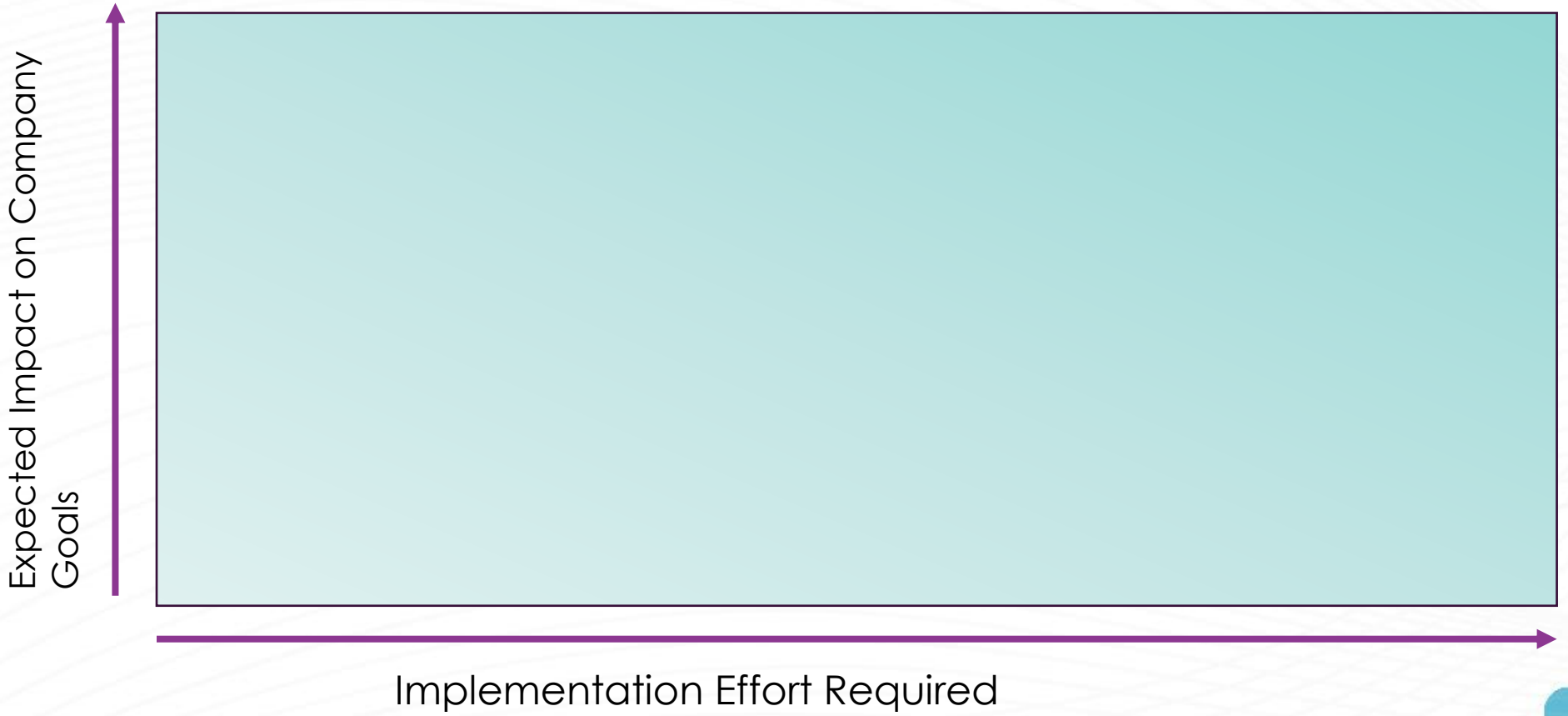
Task: List potential automation opportunities



Your automation opportunities

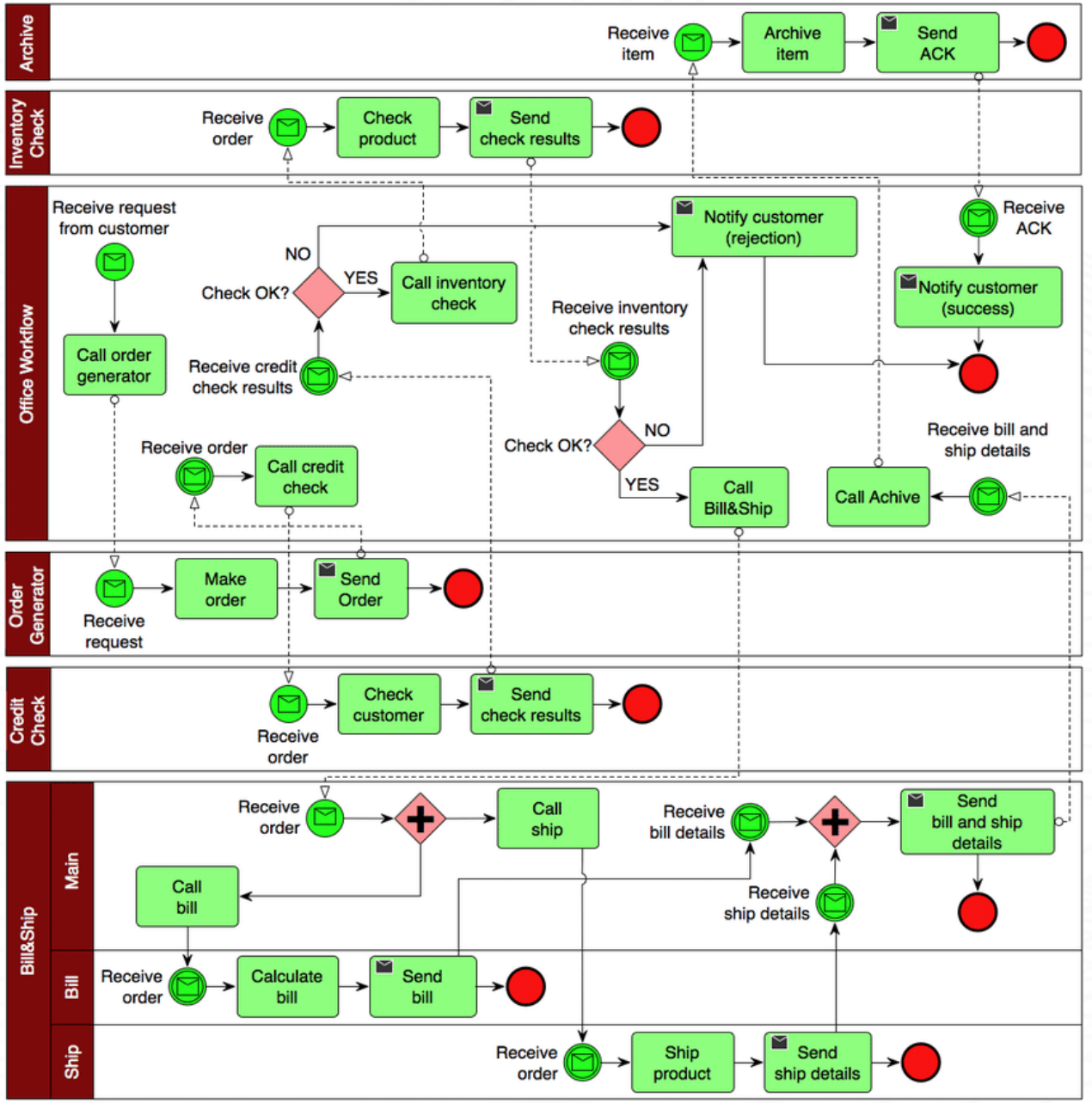
Worksheet B

Task: Rate automation opportunities based on impact vs. effort



WORKSHOP 2 - HANDOUTS

Worksheet C



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