

# \$6 Billion Financial Services Company Reduces Document Processing Time by 30% with a Document Intelligence Platform



## Challenge:

The client receives over 250,000 documents that need to be processed by their team each month. Documents were reviewed individually to classify them by type and separate any that require specific processing procedures. The client wanted to drive out costs related to routine document processing and mitigate risks related to human review. They were looking to use AI and ML to:

- Separate documents by type to understand whether additional processing would be required
- Extract relevant business entities or values from documents that require additional processing to make them searchable.

## Solution:

The client partnered with Neudesic to deliver a document Intelligence platform that would enhance the user experience and business benefits of their users with these customizations:

- Document classification that provides users the ability to adjust the classification of documents
- Entity tagging classification that enables the user to view an individual document and validate the extracted entities
- Custom user experience to enable business users to validate results and create Azure Cognitive Services models and training without technology intervention
- Feedback loop mechanism to capture corrections from the user and retrain the model

## Impact:

Initial business value was realized in less than 30 days and the client is now forming a Center of Excellence that will scale the enterprise and drive AI powered solutions across their business. The client saw the following with their newly deployed document intelligence platform:

- Process and classify documents 30% faster
- Eliminated \$300,000 in savings related to fines and missed SLAs
- Document Intelligence Platform works within their stringent security requirements

## Highlights:

# 30%

Reduction in time to process and classify documents

# \$300k

Savings related to fines and missed SLAs



## TECHNOLOGIES IN FOCUS

Data Lake Gen 2

Forms Recognizer

Custom Vision

LUIS

Cognitive Search

App Service



## FINSERV CLIENT QUICK STATS

Industry: Financial Services

Organization Size: 19,800 Employees

Annual Revenue: \$6 Billion

[LEARN MORE](#)