

## 1. Customer

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A leading real estate technology company that processes a very large volume of critical real estate documents faces significant challenges with their document processing workflows.

## 2. Executive Sponsor

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The Chief Operating Officer (COO) wants to improve the company's core document processing capabilities. They need to ensure the successful deployment of the new solution, as it would have significant impacts on operational efficiency, customer experience, and the company's competitive positioning in the real estate technology market.

## 3. Business Context

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The real estate technology company processes over 1.65 million critical documents annually, including settlement documents, income verifications, and purchase agreements. They faced significant challenges with their document processing workflow, taking 3-5 days to process settlement documents due to manual handling. The existing system struggled with various document formats, poor image quality, orientation issues, and mixed document packages ranging from 2-500 pages.

## 4. Use Case

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Transform the real estate technology company's document processing workflow to help their staff quickly extract and validate critical transaction data from settlement documents, purchase agreements, and other real estate records. This will reduce manual processing time, improve data accuracy, and enable faster transaction completions. The key objectives include:

- Reduce settlement document processing time from 3-5 days to 1 day
- Streamline processing of 150,000 annual settlement documents
- Automate extraction of critical transaction data including commission details
- Develop automated classification system for multiple document types
- Create specialized field extraction capabilities for settlement documents
- Build extensible framework supporting future document type additions