Document AI

Szymon Michalik：4-5 minutes：6/4/2024

Sumit Uppal Head of FS DCX NA & Global Connected Marketing Offer Lead

Guruprasad Nagaraja Director

Document processing through automation is critical for FSI clients to accelerate onboarding for clients, agents and advisors; claims processing and so on. We have a robust offering called Document AI to take advantage of AI and ML models to drive straight-through processing for digital onboarding solutions. It helps our clients significantly reduce operations costs, enhancing customer experience and achieve stringent adherence to regulatory compliance.

Elevator Pitch

Definition: Document AI automates and accelerates document processing with AI, machine learning and BPO capabilities. This offer evaluates and extracts pertinent information that can then be fed into downstream systems (with the help of APIs) such as BPM, RPA or core systems like Policy Administration, Claims and Billing to enable STP. The solution has the ability to consume content from any channel including scanned/mailroom documents, emails, web uploads and mobile uploads. It can recognize handwritten and machine-printed documents.

Barriers: FSI handles millions of documents daily, both paper and electronic. These include KYC, checks, policy submissions, benefits enrollment, and claims. Documents contain varied data types and compliance needs, demanding significant processing time to convert these unstructured data into structured data.

Did You Know? We helped an insurance in US to process over 1.5 million pages of claims documents and enabled straight through processing to help client to meet one day pay commitment

Did You Know? Our document AI solution is helping an insurance in US to extract PII data from unstructured claim documents received through multiple channels

Why Capgemini? Capgemini operates a dedicated CoE for Document AI, comprising 250+ experts globally with extensive document management proficiency. We specialize in transitioning document processing operations from a capacity-based to an outcome-based model, delivering significant cost savings, heightened productivity, and faster time-to-market.

External Recognition: We have been recognized by Gartner as the Leaders in customer experience implementation services in 2021.

Best-in-class partnerships: AWS, Opentext, Hyland, Microsoft, IBM

Our Offer Stack:
- Advisory services
- Migration services
- Build Services
- Run services
- Software-As-a-Service

Selling Strategy

Offerings We Sell

- **Implementation of Document processing /capture, OCR / ICR and Intelligent data extraction platform**
- **Cognitive Document processing as a services (hosted & managed services)**
- **Integration of Document management platform with business systems**
- **Consulting & 'Vendor Selection'. Consulting for Document management & capture solutions**
- **Document AI platform run / support service**
- **Migration from legacy platform to modern Document AI platform**

Questions to Ask

- **Are your automation initiative like failing because you don't have structured information available?**
- **Are you receiving hand written or machine printed information which is not always on standard forms?**
- **Are you struggling with maintaining and upkeeping the inbound mailroom / capture solution because of lack of skill, frequent upgrades, etc?**
- **Are your employees spending time dealing with non – core functions like reading documents and keying information in systems of record? E.g. underwriters reading 300 pages of documents to**

find one test result.
- **Are you getting accurate results from your current capture solutions?**
- **Are your clients waiting 2- 5 days for getting a response back because you have an offshore vendor taking time to read, index and extract information?**

Targets & Deal Size

-

- **Banks & Insurance: Tier 1, 2 and 3 clients. 'As-A-Service' Model available for Tier 2 & 3 clients**
- **Profiles: Business heads of Document Processing centers, Head of Intelligent Automation, CIO and Head of Document Management**
- **Deal Size: 1-5 Mn per deal.**

Keywords to listen for

- **OCR / ICR**
- **Document capture**
- **Intelligent Capture**
- **Document AI**
- **Document processing**
- **Data extraction**
- **Straight through processing**
- **Unstructured data processing**

Key documents

Document AI_ Sales Deck CDP_Sep062023

CDP Introduction Deck – May 2024

Document AI_Case Study Booklet_Apr302024

Go To Market Documents

Click here to open the offer assets

Offer Owner

Person responsible for offer.

X-PORT Page Editors

Should you see anything on this page that needs changing, please contact the X-PORT PAGE EDITORS

Partners

GTM Tools that are available to better manage your Sales Campaign

Sorry, no related use cases found.

Previous Chapter   Next Chapter