

HIGHEST QUALITY IN AUTOMATED DOCUMENT PROCESSING WITH INDIVIDUAL REQUIREMENTS

When it comes to classifying and processing documents, ALPHA COM is the BPO service provider of choice for many customers from a wide range of industries. The Insiders solutions smart INVOICE and smart FIX ensure reliably high quality, flexibility, security, and, above all, speed. Carefully trained and self-learning AI is the key to successful process automation.



PARTNER

ALPHA COM Deutschland GmbH

Country

Germany

HIGHLIGHT

High performance, scalability, and robustness create reliability in document processing

PRODUCTS

smart FIX

smart INVOICE

ALPHA COM Deutschland GmbH stands for optimized document processes. In its more than 40 years of existence, ALPHA COM has made a name for itself as an external service provider for the professional processing of documents in analog and digital form.

For around 20 years, ALPHA COM has relied on Insiders Technologies as a partner for the AI-based automation of cognitive processes.

Every day, the nationwide BPO provider, with around 400 employees in its nine branches, processes more than 400 customer orders.

The company's outsourcing portfolio ranges from projects such as the one-off digitization of all types of inventory paper files, the classification of personnel and patient files, and the introduction of electronic file management to daily support with intelligent processes - for example in electronic inboxes or the processing of incoming invoices and other commercial documents such as order confirmations, delivery bills or travel expense receipts.

CHALLENGES

- ✓ High demands on the implementation of individual customer wishes
- ✓ Reliable classification of demanding document classes
- ✓ High volumes and strongly fluctuating quantities
- ✓ Speed with high quality is an important requirement

„Flexibility for individual customer requirements is an important competitive advantage for us. Insiders' products have never disappointed us in this respect. Insiders Technologies is not just some AI start-up where euphoria is quickly followed by disillusionment. This mature technology is continuously being improved - always state-of-the-art and reliable. We quickly get the support we need without red tape if we have any questions. That makes working together fun.“

PETER FISCHER

AUTHORIZED SIGNATORY, ALPHA COM

FLEXIBILITY FOR INDIVIDUAL REQUIREMENTS

ALPHA COM's customers value the service provider's high flexibility and experience. With over 3,000 customers from industry, banking, healthcare, and public administration with a wide range of requirements, the company can draw on a wealth of successfully implemented projects.

By combining this wealth of experience with the AI platform from Insiders Technologies, even highly individual tasks can be mastered.

Even documents where humans reach their limits can be reliably classified automatically. Peter Fischer, authorized signatory at ALPHA COM, cites ECGs in patient files as an example: "There is resting ECG, stress ECG and the so-called tilt table. I had this explained to me and then looked at examples for testing. I couldn't get the classification right. But our solution based on smart FIX can do that." A large cardiac center has been using this function for more than ten years to separate different types of ECG.

ALPHA COM enables its customers to fulfill high-performance promises reliably thanks to modern AI. For example, an insurance company had set itself to quickly identify and prioritize claims notifications in the flood of daily incoming mail. The Insiders solution smart FIX recognizes the documents as damage claims and prioritizes them in the daily incoming mail.

ALPHA COM generally provides the basis for intelligent document control: processes are assigned different priorities and markers for various actions, which are then used for subsequent processing.

This also includes the recognition of handwritten notes on standardized forms.

A good knowledge of the products used is essential for overcoming individual challenges. ALPHACOM has been successfully using smart FIX and smart INVOICE from Insiders Technologies on its own IT infrastructure for 20 years now and, therefore, has the relevant expertise.

For special areas of application, the AI systems used are individually trained by ALPHA COM's experts with sample documents and thus achieve the highest recognition rates—especially for the challenging document classification in personnel or patient files.

DYNAMIC SCALABILITY AS A UNIQUE SELLING POINT

ALPHA COM has always impressed with its high scalability. The combination of project and BPO business places special demands on processes, employees, and, of course, technology. For large projects, the branches can be dynamically interconnected to quickly achieve high throughput rates.

On the technology side, Insiders products ensure problem-free scaling so that even highly fluctuating volumes can be reliably handled.

The combination of high personnel capacities and modern automation technology enables ALPHA COM to absorb fluctuations in daily volumes flexibly. For example, the company processes significantly increased volumes of customer returns, such as those resulting from sales campaigns, in defined time windows. The usual processing backlog is, therefore, a thing of the past.

"Our customers entrust us to handle their key processes. If we didn't do this well, it could paralyze an entire banking operation, for example. It is a major task and challenge for us to satisfy this trust. By using the smart FIX components, we can map key processes on the customer side with high quality and security."

PETER FISCHER

AUTHORIZED SIGNATORY, ALPHA COM

As a result, ALPHA COM can offer first-class service to customers of all sizes. For example, the company processes a few hundred daily invoices for some customers and several thousand for others.

TRUST THROUGH RELIABILITY AND SECURITY

ALPHA COM handles core document processes for its customers, some of which involve highly sensitive data.

This is why the company is certified in accordance with ISO 9001:2015 and ISO/IEC 27001 and relies on Insiders Technologies as a technology provider that meets its requirements and works reliably. Robust and high-performance products and reliability in cooperation are ALPHA COM's top priorities when selecting technology providers.

CUSTOMERS BENEFIT FROM HIGHER SPEED, OUTSTANDING QUALITY, AND LOWER COSTS

Speed is generally an issue that customers attach great importance to. For incoming invoices, ALPHA COM usually delivers the read-out data and images on the same day, at the latest the morning after invoice delivery. As a result, customers benefit from significantly improved cash flow management and discount savings.

ALPHA COM also delivers the results of digitization and classification of electronic incoming mail within a few hours of receipt. For some customers, the service provider also takes over the processing to a certain extent within these few hours.

The AI components from Insiders Technologies allow the process to be fully automated in bulk, significantly improving throughput times.

BENEFITS FOR THE CUSTOMER

- ✓ Standardized product platform for a wide range of applications
- ✓ Complete automation of mass production minimizes manual effort
- ✓ High performance, good scalability, and robustness ensure reliability

In addition to the optimized process speed, cost savings are a significant effect – especially for customers with higher volumes. Outsourcing and optimizing document processes significantly reduces internal effort and complexity, reduces the need for specialist IT expertise, and allows customers to focus on their core business. Thanks to the service model, the entry costs are low and quickly amortized.

COMPETITIVENESS AND PREDICTABLE SUCCESS THROUGH INSIDERS TECHNOLOGIES

Thanks to its long-standing partnership with Insiders Technologies, ALPHA COM benefits from a continuously evolving platform for state-of-the-art AI processes for process automation. This has enabled the company to develop crucial unique selling points and establish a solid competitive position.

KEY FACTS

- ✓ 20 years of successful cooperation between Insiders Technologies and ALPHA COM
- ✓ Customized solutions for every type of customer of every size and industry
- ✓ Maximum reliability and fail-safe operation



Image: Insiders Technologies

SMART INVOICE: OPTIMIZED AND FAST AP PROCESSES

smart INVOICE is the standard product for automated invoice processing. It captures and validates all relevant invoice data and compares it with the corresponding order and goods receipt information. With smart INVOICE, structured invoice data can be exported to any process automation, accounting, or ERP system - all AI-based and fully automated.

<https://insiders-technologies.com/en/p2p-automation>

SMART FIX: INTELLIGENCE IN THE INBOX

smart FIX is our established standard product for the automated processing of all input management - regardless of input channel, format, and structure. All incoming documents are captured in one system and classified based on textual and visual characteristics. Relevant information is automatically extracted, validated, and forwarded to the correct business process. This allows you to optimize your processes from data receipt to the business transaction's completion.

<https://insiders-technologies.com/en/mailroom-automation>

ABOUT ALPHA COM DEUTSCHLAND GMBH

ALPHA COM stands for optimized document processes. In the more than 40 years of its existence, ALPHA COM has made a name for itself as an external service provider for the professional processing of documents in analog and digital form. The Hamburg-based company is represented throughout Germany with nine branches and has extensive cross-market and cross-industry expertise. In addition to numerous well-known companies up to corporate size, many medium-sized companies rely on ALPHA COM as a service provider.

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ABOUT INSIDERS TECHNOLOGIES GMBH

Insiders Technologies is a technologically leading and market-established provider of software for Cognitive Process Automation. More than 5,000 customers from all industries rely on the innovative solutions of the product house from Kaiserslautern to optimize their document-centric business processes. As the most successful spin-off of the German Research Center for Artificial Intelligence (DFKI), Insiders has made it its mission to transform cutting-edge AI into real customer benefits. Thanks to the latest Deep Learning technologies, the software solutions understand heterogeneous content, extract business-relevant information, automate transactions and shorten response times. In doing so, the technological pioneering spirit and agility are a guarantee for continuous innovations and products on the pulse of time.



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