

HIGHLY AUTOMATED DOCUMENT PROCESSING IN RECEIVABLES MANAGEMENT



Image: EOS

EOS Deutscher Inkasso-Dienst, a specialist in receivables management, processes around 2.5 million documents in its inbox every year - supported by AI solutions from Insiders Technologies. The flexible adaptability and continuous improvement of the solutions are a clear advantage in the constant change and growth of the debt collection service provider. With the new Integration Layer for OCR (ILFO), EOS now masters even particularly complex documents and continues to drive forward dark processing.



CUSTOMER

EOS Deutscher Inkasso-Dienst

COUNTRY

Germany

HIGHLIGHT

Integration of various OCRs significantly improves data extraction and classification

PRODUCTS

OmnIA with Integration Layer for OCR

The EOS Group, an Otto Group company, is a leading technology-based investor in receivables portfolios and an expert in the processing of outstanding receivables. With more than 6,000 employees in over 20 countries, EOS has been supporting companies from a wide range of industries in receivables management for more than 50 years, so that they can get paid for the goods and services they provide and concentrate on their core business.

In Germany, EOS Deutscher Inkasso-Dienst processes millions of documents of all kinds - from structured invoices and freely formulated e-mails to handwritten documents.

A WIDE VARIETY OF DOCUMENT TYPES AND HIGH DATA PROTECTION REQUIREMENTS ARE THE BIGGEST CHALLENGES

Due to the large number of document types and the high data protection requirements, document processing in debt collection poses a particular challenge. First of all, the company is confronted with a very heterogeneous input of documents, around 80 percent of which are unknown, unstructured documents.

CHALLENGES

- ✓ Wide range of document types, including handwritten and poorly scanned documents
- ✓ Always new use cases and document types
- ✓ High data protection requirements
- ✓ High effort for manual document processing

„Handwritten notes on checkered paper - it used to be almost impossible for us to get correct recognition here. With the new Integration Layer for OCR from Insiders, we achieve significantly better results.“

STEFAN HEUER

PRODUCT OWNER, EOS DEUTSCHER INKASSO-DIENST GMBH

The first step is therefore to identify the document class correctly. This determines which data should be extracted from the document, where possible, and enables the process to be routed to the right team with the necessary skills for processing. Errors should not be made during this classification in order to avoid additional work and longer processing times.

Particular attention is required when identifying data protection requests in which a customer requests information about or the deletion of their data in accordance with the EU GDPR. Such requests must be distinguished from general information on data protection, for example, in email signatures. As data protection requests are subject to deadlines for response, a high degree of precision is required here.

In the past, processing handwritten documents or annotations, poorly photographed receipts, or incoming mail scanned with imprecise grayscales often required manual intervention - with corresponding personnel costs and runtimes. The improvements announced by the new OCR technology were, therefore, more than welcome.

VARIOUS OCR COMPONENTS FOR GREATER EFFICIENCY AND AN INCREASE IN THE DARK PROCESSING RATE

With the aim of increasing the efficiency of incoming mail processing through more dark processing, EOS Deutscher Inkasso-Dienst decided to add the Integration Layer for OCR (ILFO) to the existing OmnIA (formerly smart FIX) solution from Insiders Technologies.

The introduction of ILFO and Microsoft OCR for the individual clients was completed within a few weeks and was implemented independently by the company.

With ILFO, various OCR technologies can be flexibly combined, seamlessly integrated into existing systems, and ultimately used specifically for different use cases. Depending on the use case, EOS can now use specialized OCR components and achieve significantly better recognition quality.

EOS Deutscher Inkasso-Dienst currently processes around 2.5 million documents a year with the new solution. Of these, around 80% of incoming mail can now be correctly classified completely automatically and read out in full for further processing. With the Microsoft OCR integrated via ILFO, handwriting recognition in particular has been significantly improved, and the number of documents requiring manual reprocessing has been reduced by half.

The processing of scanned or photographed documents has also been optimized considerably, so that around 75,000 documents per year no longer have to be processed manually - an enormous relief for the processing department.

BENEFITS

- ✓ Reduction of manual post-processing by half
- ✓ Significantly improved handwriting recognition and automated processing
- ✓ Precise automated classification reduces runtimes and additional work
- ✓ Flexibility through integration of new OCR technologies and individual customizability



„We really like the fact that Insiders proactively approaches us with suggestions for improvement and that new technologies are constantly being added to the products. In addition, the solutions are so flexible that we can adapt them quickly and easily to our requirements.“

STEFAN HEUER

PRODUCT OWNER, EOS DEUTSCHER INKASSO-DIENST GMBH

As the quality of text recognition has also been improved for machine documents, the keyword search for classification also delivers significantly better results. All in all, every improvement in input management has a positive effect on the entire process. .

FLEXIBILITY CREATES SECURITY FOR FUTURE REQUIREMENTS

In general, flexibility is key in use cases such as EOS. New document classes can be easily developed by the team itself, quickly trained, and put into production. The ability to now also flexibly combine OCR technologies opens up further potential for future requirements.

OmnIA fits seamlessly into the system landscape at EOS, which is designed for maximum flexibility in order to integrate various systems, such as debt collection systems. The ability to control Insiders Technologies' products via scripts or the Document Manager allows the company to react flexibly to new requirements and systems. "Thanks to their flexibility, we can integrate and adapt the Insiders solutions as modules in the processing chain according to our requirements. The system allows us to easily test and integrate new technologies without affecting ongoing operations," explains Heuer.

PROACTIVE EXCHANGE ENSURES FAST INNOVATION CYCLES

What EOS Deutscher Inkasso-Dienst particularly appreciates about its collaboration with Insiders Technologies is the communication at eye level and the proactive suggestions made by Insiders for optimizing processes that result from the continuous further development of the products.

"The team at Insiders is always approachable and solution-oriented, and they speak plain language," emphasizes Heuer.

There are plans to automate further processes with the Insiders solutions in the future and to extend their use to international markets. The flexibility of the solution means that new use cases, such as e-invoices or the digital processing of receipts from the debt collection field service, can be implemented quickly. The use of the InsidersCloud and the new possibilities of process automation with LLM are also strategic goals for the coming years.

KEY FACTS

- ✓ Processing of 2.5 million documents per year, 80% of which are unstructured, unknown formats
- ✓ Thanks to the new OCR, the number of documents to be processed manually has been reduced by around 75,000 p.a.
- ✓ Compliance with the highest data protection standards in a sensitive industry
- ✓ Continuous increase in efficiency through regular new AI innovations



OMNIA: INTELLIGENT USE OF CONTENT

OmnIA is - as a further development of smart FIX - our market-established standard product for the automated processing of all your incoming correspondence - regardless of input channel, format, and structure. All incoming documents are recorded in one system and classified using textual and visual features. Relevant information is automatically extracted, validated, and forwarded to the right business process. This allows you to optimize your processes from the receipt of data to the completion of the business transaction.

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

ABOUT EOS

The EOS Group is a leading technology-based investor in receivables portfolios and an expert in the processing of outstanding receivables. With over 50 years of experience and locations in more than 20 countries, EOS offers smart receivables management services worldwide.

The focus is on banks and companies in the real estate, telecommunications, energy supply, and e-commerce sectors. EOS employs more than 6,000 people and is part of the Otto Group.

de.eos-solutions.com/en



ABOUT INSIDERS TECHNOLOGIES GMBH

Insiders Technologies is a technologically leading and market-established provider of software for intelligent automation (IA) of business processes. More than 5,000 customers from all industries rely on the innovative solutions of the Kaiserslautern-based product house to optimize their document-centric business processes. As the most successful spin-off of the German Research Center for Artificial Intelligence (DFKI), Insiders has set itself the task of transforming state-of-the-art AI into tangible 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. The company's pioneering technological spirit and agility guarantee continuous innovation and cutting-edge products.

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