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**How Leading Firms
are Leveraging Intelligent
Document Processing**

OPERATE EFFICIENTLY. RESPOND ACCURATELY. ACHIEVE SCALE.

With trillions of pages moving between organizations, their customers and their partners each year, it is more crucial than ever before that enterprises and government agencies alike implement an Intelligent Document Processing [IDP] solution to **streamline manual processes, keep up with customer needs, and stay ahead of the competition.**

From our experience working with Global 2000 companies and government organizations, here's what you can expect from effectively using an IDP solution →

10x

Faster processing times, giving you the ability to respond to customers faster

>90%

Automation, allowing you to modernize your operations to better handle the unexpected

67%

Reduction in error rates, helping you become a more efficient and effective organization

2x

Throughput improvements on Day 1, unlocking shorter time-to-value with ongoing improvement

3-5x

ROI in a payback period of 4-6 months, improving workflows, saving time & increasing accuracy

[The Hyperscience Intelligent Document Processing offering](#)

was built with proprietary Machine Learning [ML] at its core. We trained our own neural networks to handle the unique challenges each company faces when classifying and extracting data from diverse documents.

The following storybook outlines the specific ways we've helped organizations from different industries **increase speed, lower costs & risks, and unlock greater scale** with automation.


INCREASE SPEED

Customers expect fast, accurate and informed responses. With Hyperscience, you can respond to customer requests quicker and spend the saved time focusing on more complex, revenue-generating initiatives.

CUSTOMER	CHALLENGE & GOAL	(h[s]) [®] SOLUTION	RESULTS
<p>TD Ameritrade</p> <p>Full Story Here</p>	<p>Manual processes meant only five fields were being extracted per page instead of every field across high-volume institutional and retail inbound mail.</p> <p>Increase data completeness and quality across processes, resulting in greater transparency and improved client experience.</p>	<ul style="list-style-type: none"> ✓ Automates document processing & data extraction <u>without sacrificing accuracy</u>, even for handwritten forms, which is critical for the sensitive customer data TD Ameritrade processes. ✓ Realizes return quickly - data started flowing through the system ~4 weeks after the agreement was signed. 	<div style="text-align: center;"> <p>98% Automation</p> <p>+</p> <p>99% Accuracy</p> </div> <p>Greater digitization and data quality.</p> <p>Elevated customer experience.</p> <p>Shifted workforce from data entry to “engineering mindset.”</p>
<p>\$8.5 Billion Investment Management Company</p> <p>Full Story Here</p>	<p>Financial advisors were manually processing documents, wasting roughly 15 minutes on data entry per case, on top of client-facing duties.</p> <p>Be more agile and responsive to customer inquiries while remaining at the forefront of employee and customer experience.</p>	<ul style="list-style-type: none"> ✓ Built to handle real world document imperfections including low quality scans and textured backgrounds. ✓ Unlocks and lifts unstructured document data, which remains inaccessible to existing RPA tools, for faster, more reliable downstream processing. ✓ Easy-to use interface for their financial advisors. 	<p>60% reduction in document processing time, giving agents 46 more hours a week to focus on other activities that contribute to providing the best customer experience.</p> <p>Greater return on existing tech applications that required complete and accurate data extraction.</p> <p>Key enabler of productivity and efficiency.</p>

LOWER COSTS AND RISKS

Legacy tools and manual workflows increase the chances for something to go wrong. With Hyperscience, you can decrease the direct overhead costs and clerical errors associated with manual data entry.

CUSTOMER	CHALLENGE & GOAL	(h[s]) [®] SOLUTION	RESULTS
<p>Fortune 500 mutual life & health insurance company</p>	<p>Manually processing high-volume, handwritten Evidence of Insurability [EOI] forms, resulting in slow turnaround times, low accuracy rates and downstream errors.</p> <p>Respond to customers more accurately and efficiently to improve service quality and lower costs.</p>	<ul style="list-style-type: none"> ✓ Enables the firm to set their accuracy Service-Level Agreement [SLA] and automates accordingly. ✓ Proprietary Machine Learning models continue to learn on data to drive lower error rates and higher automation. ✓ Highest performance and accuracy for handwritten text & low-resolution images. 	<p>98.5% accuracy at 87% automation.</p> <p>Surpass competition and stay ahead of customer demand during peak times.</p>
<p>Fortune 1000 Business Process Outsourcing [BPO] Provider</p>	<p>Managing open enrollment for many of the United States's largest healthcare payers.</p> <p>Make open enrollment more seamless, efficient and cost effective for health plans and members.</p> <p>Decrease seasonal FTE requirements and spend for payers while realizing greater ROI.</p>	<ul style="list-style-type: none"> ✓ Processes high-volume [-50M] Medicare enrollment documents quickly, efficiently and without errors. ✓ Reliably extracts data from handwritten and faxed images, which makes up >78% of medicare forms. ✓ Fewer people scanning and verifying enrollment documents. 	<p>>94% straight through processing rates.</p> <div style="text-align: center;">  </div> <p>15x increase in forms processed per hour 80% decrease in staffing requirements.</p> <p>Efficiency gains enable them to hire more remote associates.</p>



SCALE WITH EASE

Drive your business forward. With Hyperscience, you can streamline operations, eliminate cumbersome manual processes, and free up resources to deliver more innovative products and services.

CUSTOMER	CHALLENGE & GOAL	(h[s]) [®] SOLUTION	RESULTS
<p>wefox</p> <p>Full Story Here</p> 	<p>Manually keying and validating applications across motor, home and personal liability lines of insurance.</p> <p>Looking to reduce manual burden, scale operations, and prevent hiring from surpassing triple-digit growth and revenue goals.</p>	<ul style="list-style-type: none"> ✓ Automatically extracts critical data [e.g. first name, billing address] from submitted documents [e.g. policy certificates, invoices]. ✓ Quicker access to more reliable data reduces likelihood of downstream errors and policies that need to be queried or updated. 	<p>3 minutes saved per document, which can result in 469 days saved over 2 years.</p> <p>Reduced need for 3x headcount, supporting their short- and long-term growth plans.</p> <p>Freeing customer service teams from repetitive, manual work</p>
<p>Fortune 100 Financial Services Firm</p>	<p>Manually processing commercial card onboarding agreements and supporting financials taking more than 90 minutes per case.</p> <p>Needed to expedite the process to keep up with annual new business volume - and meet revenue goals.</p>	<ul style="list-style-type: none"> ✓ Automatically classifies large document packets and identifies key pages for extraction [e.g. balance sheets, P&L, and income statements]. ✓ Deployed within their existing infrastructure, behind their firewall, providing full control over their data to satisfy regulations. 	<p>10x increase in processing speed</p> <p>7,200 work hours reprioritized by automating the most labor-intensive steps of the document collection process.</p>

AGAINST OCR, HYPERSCIENCE WINS

Optical Character Recognition [OCR] converts scanned images into machine-encoded text and uses rules- or template-based extraction, which requires users to train the system for each template type. OCR stumbles when faced with real world document conditions [e.g. handwriting, low resolution images].

CUSTOMER	CHALLENGE & GOAL	OCR	(h[s]) [®] SOLUTION
<p>Fortune 250 finance & insurance firm</p> <p>Full Story Here </p>	<p>Manually processing 16 million pages each year within their life and retirement business alone was not sustainable.</p> <p>Faster customer response times means more closed business, happier brokers and better bottom lines.</p>	<p>Struggled with handwritten text and only yielded 10% accuracy rates, leading to costly manual review and validation.</p> <p>Manual processes and workarounds for OCR failures were expensive and unable to scale, preventing the firm from providing the best customer experience.</p>	<ul style="list-style-type: none"> ✓ Highest levels of accuracy no matter how “messy” the document is. ✓ Reduces data entry time by 70%, eliminating on average almost 30 minutes of data entry time in each transaction.
<p>Financial services firm with ~\$4T AUM</p> <p>Full Story Here </p>	<p>Manually keying high-volume, complex, highly-regulated account opening forms added costs, complexities and errors that affected downstream lines of businesses.</p> <p>Looking to mitigate costs and deliver high quality data as quickly as possible.</p>	<p>Outdated, rule-based product couldn't handle variability of forms, causing the firm to optimize around manual keying - people were faster than legacy tech!</p> <p>Software was difficult to make changes to or upgrade, resulting in regular calls to customer service and extensive ticketing process.</p>	<ul style="list-style-type: none"> ✓ 94% Automation + 99.5% Accuracy Resulting in 2x more data collected versus one year ago. ✓ Greater economies of scale and double-digit FTE savings, allowing the workforce to shift its focus to more complex tasks.

READY TO STREAMLINE YOUR OPERATIONS?

By introducing Hyperscience's IDP solution into your tech stack, you can improve document processing throughput, reduce error rates and unlock economies of scale.

The Hyperscience difference is:

- [1] Processing diverse documents** with messy handwriting, fax/scan marks, difficult backgrounds and more.
- [2] Delivering high accuracy & automation on Day 1** with performance improvements over time as the ML solution trains on your data.
- [3] Minimizing manual intervention**, looping in humans only when absolutely necessary and using the results to finetune the underlying models.

Experience
the Power of
Automation
for Yourself
**REQUEST A
DEMO WITH
OUR TEAM.**

[Click Here →](#)

Through the Hyperscience Platform, enterprises are empowered to transform their operations, and drive operational efficiency as well as human productivity by fully unlocking the power of their data. Ranked on the Inc. Fastest-Growing Company List, Hyperscience has raised \$190M+ from investors including Tiger Global, BOND, Bessemer Venture Partners, Stripes, and FirstMark. The company has a global footprint with offices in New York City, Sofia, Bulgaria, and London, UK.