

Customer Success Stories How Leading Firms are Leveraging Intelligent Document Processing

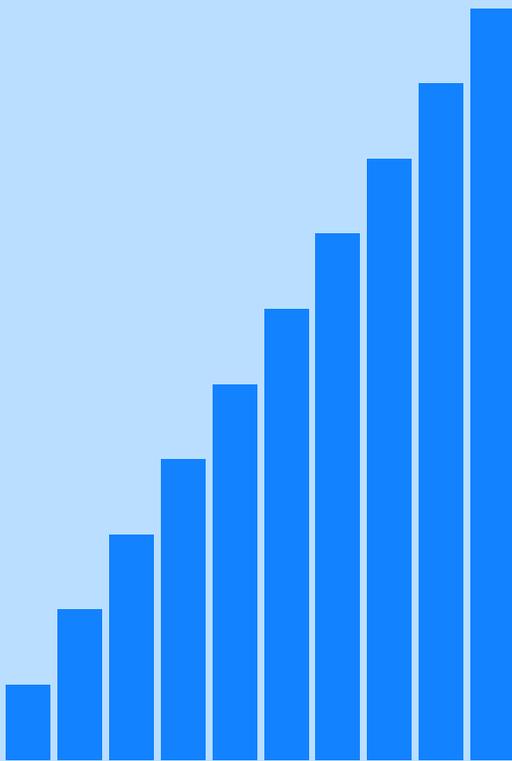
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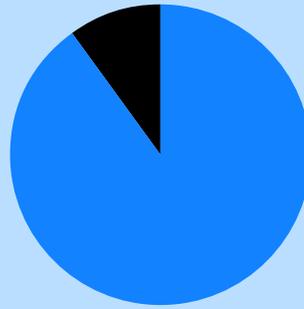
Efficiency, Accuracy, and Scalability

With trillions of pages moving between organizations, customers, and partners each year, it's vital for businesses and government agencies to implement an Intelligent Document Processing (IDP) solution to streamline manual processes, meet customer expectations, and stay ahead of the competition.

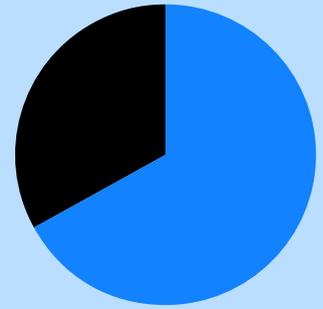
After working with Global 2000 companies and government organizations, here are some results we've seen from IDP deployments:



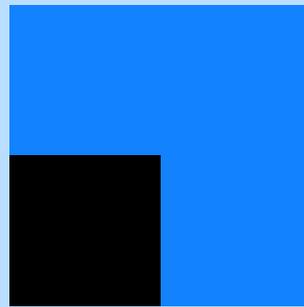
10x Faster Processing Times



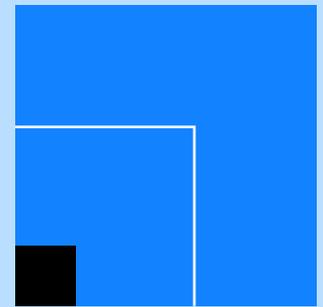
>90% Automation



67% Reduction in Errors



2x Throughput Improvements from Day One



3-5x ROI in a Payback Period of Four to Six Months

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

Expedited Document Processing

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

TD Ameritrade

The Challenge

Manual processes in the back office led to delays in processing client requests, and high document volumes resulted in data fields getting missed during data extraction.

Additionally, in order to provide greater transparency and improve the customer experience, TD Ameritrade wanted to increase data quality process wide. This meant starting right at the source.

The Hyperscience Solution

- ✓ Delivers intelligent document processing & data extraction without [sacrificing accuracy](#), (even on 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

The Results

- ✓ 98% Automation
- ✓ 99% Accuracy
- ✓ Data quality improvements
- ✓ Better customer experiences
- ✓ Shifted workforce from data entry to “engineering mindset”

[Read the full story here](#)

Expedited Document Processing

\$8.5B Financial Advisor Group

The Challenge

Beyond maintaining their client-facing responsibilities, financial advisors were manually processing documents, often losing 15 minutes per case. To manage customer inquiries in a timely manner, the company recognized a need for greater agility, flexibility, and accuracy.

The Hyperscience Solution

- ✓ Handles real world document imperfections, including low quality scans and textured backgrounds
- ✓ Unlocks and lifts unstructured document data (which remain inaccessible to existing RPA tools) for faster, more reliable downstream processing
- ✓ Provides financial advisors with an easy-to-use interface

The Results

- ✓ 60% reduction in document processing time, giving agents much more time for client-facing tasks
- ✓ Greater ROI from existing technology applications

[Read the full story here](#)

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.

Fortune 500 Life & Health Insurance Company

The Challenge

Manually processing high-volume, handwritten evidence of insurability (EOI) forms resulted in slow turnaround times, low accuracy rates, and downstream errors. Furthermore, these errors left customers unsatisfied, leading to churn and sunken costs.

The Hyperscience Solution

- ✓ Enables the firm to set their accuracy Service-Level Agreement [SLA] and automates accordingly
- ✓ Uses proprietary machine learning models that continue learning, decreasing error rates and increasing total automation
- ✓ Provides the highest accuracy for handwritten text and low resolution images

The Results

- ✓ 98.5% accuracy at 87% automation
- ✓ Able to stay ahead of customer demand during peak season
- ✓ Surpassed competitors in the marketplace

Lower Costs and Risks

Fortune 1000 BPO Provider

The Challenge

Managing open enrollment for many of the United States's largest healthcare payers had become a task requiring a huge manual effort. The organization wished to make open enrollment more seamless, efficient, and cost effective for health plans and members. Additionally, they wanted to reduce seasonal labor requirements and spend.

The Hyperscience Solution

- ✓ Processes high-volume Medicare enrollment documents quickly, efficiently and without errors
- ✓ Extracts data from handwritten and faxed images, which makes up >78% of medicare forms
- ✓ Requires less human resources to scan and verify enrollment documents

The Results

- ✓ >94% straight through processing rates
- ✓ 15x increase in forms processed per hour
- ✓ 80% decrease in seasonal staffing requirements

See how Hyperscience helps organizations streamline operations, eliminate cumbersome manual processes, and free up resources to deliver more innovative products and services.

Fortune 100 Financial Services Firm

The Challenge

Manually processing commercial card onboarding agreements and supporting financials took more than 90 minutes per case. This firm needed to expedite the process to keep up with annual new business volume and meet revenue goals.

The Hyperscience Solution

- ✓ 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

The Results

- ✓ 10x increase in processing speed
- ✓ 7,200 work hours reprioritized by automating the most labor intensive steps of the document collection process

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. When faced with real world document conditions (such as messy handwriting or low resolution images), OCR can't compete with an intelligent document processing solution like Hyperscience.

Fortune 250 Finance and Insurance Firm

The Challenge

With an incoming 16 million pages each year in their life and retirement offerings alone, this company knew manual document processing wasn't a sustainable option. To obtain more closed business, happier brokers, and better bottom lines required more than legacy automation technology.

OCR Limitations

- Struggled with handwritten text and only yielded 10% accuracy rates, leading to costly manual review and validation
- Manual processes and workarounds for OCR failures were expensive and unscalable, damaging the customer experience

The Hyperscience Solution

- ✓ Provides the highest levels of data accuracy, no matter how “messy” the document is
- ✓ Reduces data entry time by 70%, 30 minutes of data entry time per transaction

[Read the full story here](#)

Hyperscience Vs. OCR: Who Wins?

Financial Services Firm with ~\$4T AUM

The Challenge

Manually keying high-volume and highly-regulated account opening forms increased costs, complexities, and errors that affected downstream lines of businesses. To simplify operations, improve data quality, and get costs under control as quickly as possible, this firm turned to IDP.

OCR Limitations

- Struggled to handle the variability of forms, causing the firm to optimize around manual keying—people were faster than legacy tech!
- Was difficult to modify or upgrade, resulting in regular calls to customer service and extensive ticketing process.

The Hyperscience Solution

- ✓ 94% Automation
- ✓ 99.5% Accuracy
- ✓ 2x data collected (vs. 1 year prior)
- ✓ Double-digit FTE savings, allowing the workforce to shift its focus to more complex tasks

[Read the full story here](#)

Ready for Smarter Automation?

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:

- ✓ Process diverse documents with messy handwriting, fax/scan marks, difficult backgrounds and more
- ✓ Deliver high accuracy & automation on day one with performance improvements over time as the ML solution continues to learn
- ✓ Minimize manual intervention, looping in humans only when necessary, and using the results to finetune the ML models

Experience the power of intelligent automation.

See Hyperscience in action