



Business Process Management CoE

# Embarking Data Digitization Journey

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Data Digitization is perhaps the starting step towards digital transformation journey. Right solution should be able to deliver higher conversion with greater accuracy. Partnering with BPaaS solution provider will enable buyers to deploy end-to-end solution that leverages power of Machine Learning (ML) enabled digitization platform along with trained human workforce

# Secure past, present and future through First Step of Data Digitization

Data digitization is a need of the hour, possibly more for some industries than the rest, but every organization requires digitization of their physical records at some scale. The goal of document digitization is to reduce the dependency on paper documents, without adversely affecting operational efficiency, security and control. Document digitization can yield various cut-and-dried benefits like reducing physical records storage requirements, streamlining access and distribution of information across organization etc., but perhaps the most important benefit is ensuring digital readiness.

The world is turning to an all-digital domain, and enterprises are quickly recognizing the irrefutable need of document digitization in the enterprise. The transition to digital operations offer several benefits otherwise unattainable with manual document management.

Data digitization solution comprises of lot of components – scanning solution with character recognition suite, image archival solution and automation enabled exceptions servicing group. Building a high throughput data digitization solution is a convoluted task. The maturity of the solution is assessed through automation and accuracy achieved for exceptions. Right solution should bring mix of Machine Learning (ML) based OCR engine along with complementary technology enablers, processes and skilled agents.

FIS believes BPaaS solution is a best fit model for successfully addressing challenges poised by data digitization. The integrated technology cum services model ensures guaranteed success. Data digitization solution provider should not only bring the best of the industry solutions but complement it with its learnings. The inherit challenge with document digitization is that there are thousands of templates – structured, unstructured, digitized, handwritten etc. The image resolution (measured in dpi) is a critical factor. Global organizations have to deal with multi-lingual documents which further challenges the flexibility of document digitization solution. The technology solution should be mature enough to handle all such scenarios and deliver high document conversion with higher data accuracy capture.

FIS has built BPaaS based state-of-the art document digitization solution. FIS end-to-end solution brings scanning solution, workflow tool with data archival feature along with AI/ML enabled data capture engine. The overall solution is automated with flexibility to allow human check for quality review and exceptions. Our solution is powered with BOT monitoring solution to track overall processing by BOT and humans.

*Digitization at its simplest means the conversion of analogue information into digital information. As digitization capabilities extend, virtually every aspect of life is captured and stored in some digital form, and we move closer towards the networked interconnection of everyday objects. The impact of this is a real-time global exchange of information between multiple connected devices (fixed and mobile).*

# Fuel agility in your business with End-To-End Document Digitization

## FIS APPROACH

Each industry offers different type of documents and therefore its necessary that document digitization solution is flexible to address industry specific challenges. FIS' document digitization solution is highly adaptable and can be implemented across different industries (for different type of documents). FIS partnerships with all leading RPA and OCR software partners, allow us to leverage right software and build overlaying proprietary AI/ML based data science layer that enables FIS solution to deliver higher and better document digitization.

### SCANNING SOLUTION

FIS offers high quality scanning solution with our state-of-the-art imaging systems. FIS's technically advanced imaging application allows us to capture the image of any size document. Using optical character recognition (OCR) along with intelligent character recognition (ICR), our solution can systematically capture data from imaged documents with a high confidence level.

### BIGEYE: BOT MONITORING SOLUTION

FIS bot monitoring solution offers centralized bot orchestration for bot execution, management, licenses management and dashboard with insights on all bot events.

### DOCSTART: MACHINE LEARNING BASED DATA CAPTURE LAYER

FIS understands that industry OCR solutions offer limited data capture and therefore FIS has developed its in-house ML/AI based data capture layer. This layer further improves the data capture percentage and its accuracy.

### DOCCLOUD: AUTOMATION ENABLED WORKFLOW AND DATA ARCHIVAL SOLUTION

FIS' in house workflow cum data archival supports end-to-end data digitization lifecycle. The exception volume is prepped through bots segregating workable volume from rest.

### EXCEPTION PROCESSING

Exception processing of the residue volume needs to be completed by skilled agents. Our workflow system also allows agents to confirm and complete what data capture engine has already extracted from images. This further improves the accuracy of our data capture engine.

# Digitization: Creating a simple future by BUILDING A PAPER-LESS, EFFICIENT BUSINESS

## SUCCESS STORY

FIS' Prepaid Solutions operations required optimization of quality assurance resources by moving into a global delivery model. Experts from Application Services team customized the QA process to align it to globally distributed team

Automation-led efforts reduced regression testing time by 75 percent

Delivered the expected cost savings and also leveraged trained junior resources as part of the team composition

## WHY FIS

**Diverse Solutions:** FIS offers a blend of pure play RPA technologies, AI based in-house solutions, reselling relationships and advisory capabilities.

**Operations and Process Transformation:** for large engagements driving significant cost savings to clients

**Adaptive Engagement Model:** FIS offers a variety of engagement models from co-sourced or managed service COE model, to providing guaranteed outcomes

**Be-Spoke Solutions:** Ability to bring together machine learning, autonomies, BPM and core development skills to build platform based solutions that address industry challenges



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