

Service Definition Document:

ABBYY Vantage IDP

Provider: Engeneum

Service Name: ABBYY Vantage Intelligent Document Processing (IDP)

Cloud Platform: Microsoft Azure

1. Executive Summary

This service provides a comprehensive Intelligent Document Processing (IDP) solution based on ABBYY Vantage, delivered with Engeneum's full expert consultancy and integration services.

ABBYY Vantage is a cognitive platform that uses AI to understand documents in a way that mimics human thought. Unlike legacy OCR (Optical Character Recognition) tools that require complex template setup, Vantage offers a Low-Code / No-Code experience. It empowers "citizen developers" to read, classify, and extract data from structured, semi-structured, and unstructured documents, from invoices and passport applications to handwritten correspondence.

We add significant value to the core software subscription by acting as your Integration and Enablement Partner. We do not just sell the license; we architect the solution, integrate it into your existing government ecosystems and our own Engeneum Online platform and provide ongoing consultancy to ensure you achieve maximum automation rates.

2. Service Overview: ABBYY Vantage

The platform serves as a "Cognitive Skill" for your digital workforce. It breaks document processing down into modular "skills":

- **Vantage Marketplace:** A library of pre-trained models ready to use out-of-the-box (e.g., UK Drivers Licenses, Invoices, Purchase Orders, Utility Bills).
- **Skill Designer:** A visual, no-code interface where business users can train the system to recognise new document types simply by highlighting examples.
- **Advanced AI:** Capable of reading machine print, handwriting, checkboxes, and barcodes within a single document stream.
- **Continuous Learning:** The system learns from human corrections. If a staff member corrects a field in the Validation Station, the underlying model automatically updates to improve future accuracy.

3. Our Value-Added Services

Our offering distinguishes itself through a service wrapper that ensures successful deployment and long-term ROI.

3.1. Strategic Consultancy & Architecture

We help you identify high friction document processes suitable for automation.

- **Process Discovery:** Analysis of current document workflows to calculate potential time savings.
- **Solution Design:** Architecture planning to fit Vantage into your specific security and network topology.
- **Skill Training:** Our consultants build and fine-tune complex custom models for unique government forms (e.g., benefit applications, historical records) that require advanced logic.

- **End to End Processing:** As we provide our own document storage, records management and approvals workflow tools, we can allow for full end to end processing of document related workflows.

3.2. Managed Implementation

- **Pilot to Production:** We manage the full lifecycle, from Proof of Concept (PoC) to full-scale departmental rollout.
- **Governance:** Assistance in setting up "Dev/Test/Prod" environments and establishing a Centre of Excellence (CoE) for document automation.

4. Technical Specifications & Security

4.1. Hosting & Data Residency

- **Cloud Provider:** Microsoft Azure.
- **Location:** Western Europe
- **Sovereignty:** Fully compliant with UK-EU Data Adequacy agreements.
- **Alternative Deployment:** For customers with strict data sovereignty requirements (e.g., Defence), we can provide Private Cloud or On-Premise containerised deployments (via Kubernetes/Docker).

4.2. ABBYY Security & Compliance

- **Standards:** ISO 27001 certified; SOC 2 Type 2 audited.
- **Encryption:** Data is encrypted at rest (AES-256) and in transit (TLS 1.2+).
- **Penetration Testing:** Annual independent testing by CREST-approved providers (e.g., NCC Group).
- **Protective Monitoring:** 24/7 infrastructure monitoring with customer-accessible Audit Logs for ingestion into SIEM tools.

5. Service Levels & Support

5.1. Availability (SLA)

We provide a guaranteed uptime of **99.5%**.

- Service credits are available for availability dropping below this threshold.
- Status is publicly reported at status.abbyy.com.

5.2. Support Tiers

- **Standard Support:** Mon-Fri, 09:00 – 17:00 (UK Time).

6. Onboarding & Offboarding

6.1. Onboarding

Our onboarding process ensures your team is self-sufficient:

1. **Tenant Provisioning:** Setup of Cloud Tenant and User Access Management (SSO/SAML).
2. **Initial Training:** "Train the Trainer" sessions for Skill Designers and Validation Operators.
3. **Connection Setup:** Establishing secure connectivity to your email servers, SFTP, or API endpoints.

6.2. Offboarding (Termination)

We ensure you avoid vendor lock-in. Upon contract termination:

1. **Data Extraction:** Users can bulk export all processed data and documents via standard API or SFTP before the termination date.
2. **Skill Export:** Any "Skills" (Document Models) built by the customer belong to the customer. These can be exported as config files for safekeeping or migration.
3. **Data Deletion:** All customer data is cryptographically erased from the Azure tenant within 30 days of contract end, with a Certificate of Destruction provided upon request.

7. Commercial Overview

- **Licensing Model:** Subscription-based, typically metered by pages processed per year.
- **Consultancy:** Professional Services (Integration/Training) are charged via a Rate Card (Time & Materials) or Fixed Price packages.
- **Trial:** A Proof of Value (PoV) trial is available upon request to demonstrate accuracy on your specific documents.