

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys Intelligent Document Processing (IIDP) is an AI-driven solution that automates extraction, validation, translation and case creation for documents across formats — PDFs, emails, handwritten forms, unstructured inputs and web content. It combines GenAI-based extraction, micro-agent orchestration, enrichment, and Human-in-the-Loop review to deliver 80–90% accuracy on printed/scanned documents and ~70% on handwritten content. The platform supports over 80 languages, offers ready-to-use and custom models, integrates with case-management tools and reduces implementation time from months to 3-4 weeks.

Infosys Intelligent Doc. Processing Overview

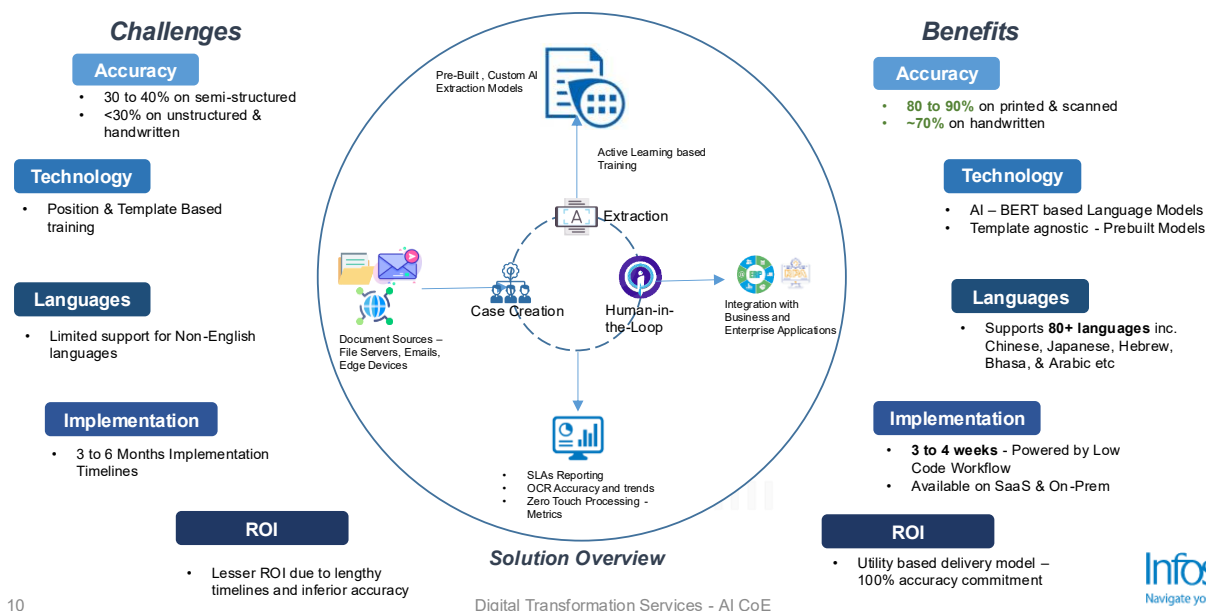


Figure 1: Overview of Infosys Intelligent Data Extraction

2. Service Description

Infosys Intelligent Document Processing (IIDP) provides an end-to-end intelligent automation layer that transforms unstructured, semi-structured and handwritten documents into validated, enriched and workflow-ready data. It supports multi-format ingestion including PDFs, emails, handwritten forms, web pages and edge-device inputs, ensuring broad coverage across enterprise document ecosystems.

Its AI-driven extraction leverages prebuilt, custom and active-learning models to deliver superior recognition accuracy — 80-90% on printed/scanned documents and ~70% on handwritten inputs with support for more than 80 global languages.

A suite of micro-agents—Document, Extraction, Validation, Translation, Email, Web and Enrichment Agents—work in an orchestrated manner to automatically extract, validate, refine, translate and augment data. The Orchestration Agent coordinates case polling and assignment, ensuring efficient task routing.

Deep workflow integration with case-management tools (Enate, PowerApps, etc.) automates case creation, data updates, SLA tracking and routing. Built-in Human-in-the-Loop interfaces enable exception handling, corrections and downstream decisioning.

Infosys Intelligent Doc. Processing Overview

Superior Technology

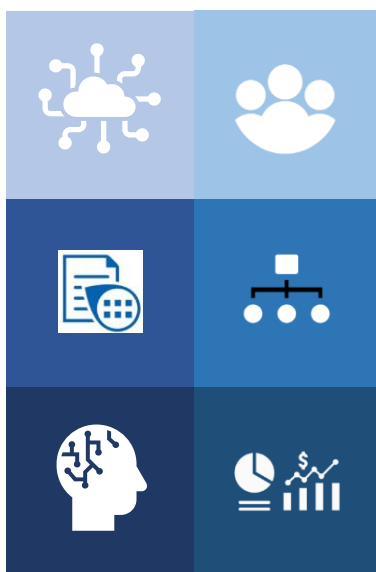
- Demonstrated **>90%** on variety documents and support for **80+ languages**
- **Active-learning** based accuracy improvement
- Available as **SaaS** or **On-Prem**

Prebuilt AI Models

- **6 Out-of-the-box models** for Invoice, Receipts, IDs, W2, Business Cards, PO, etc.
- Higher performance from day-1 without any manual effort

Custom AI Models

- Build custom model with only **5 samples**
- Compose various AI models into a single pipeline



Utility Service Delivery

- **Simplify Exception Handling** – Human-in-the-Loop (HITL) utility model
- **Risk Mitigation** – mitigate financial risks of critical data being incorrect

No-Code Workflow Engine

- Dynamic workflows for every use-case and Industry
- Optimize development effort from 4 months to 3-4 weeks

Inbuilt SLA Reporting

- Inbuilt Power BI Dashboards – OCR accuracy, SLA Tracking, and Reporting
- Measure AI effectiveness and improvement opportunities



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Digital Transformation Services - AI CoE

Figure 2: Core Capabilities

3. Assets & Tools

- Superior Technology – Demonstrated >90% accuracy across diverse document types with support for over 80 global languages, powered by active learning for continuous improvement.
- Prebuilt AI Models – Six ready-to-use models (Invoices, Receipts, IDs, W2, Business Cards, Purchase Orders) offering high performance from day one without manual training.
- Custom AI Models – Ability to train custom models with only five samples, plus pipeline composition for combining multiple AI models.
- Utility Service Delivery – Human-in-the-Loop (HITL) driven exception handling; strong risk mitigation for data accuracy and financial impact.
- No-Code Workflow Engine – Dynamic, configurable workflows adaptable to any industry or use case; drastically reduces implementation effort from months to weeks.
- Inbuilt SLA Reporting – Power BI dashboards for SLA tracking, OCR accuracy trends, AI effectiveness insights and continuous improvement metrics.
- Flexible Deployment – Available as SaaS or on-premise, enabling seamless fit into enterprise environments and compliance requirements.

4. Credentials

The following case studies demonstrate how Infosys Intelligent Data Extraction Platform has been applied across different industries and operational environments to address language-related challenges, streamline multilingual processes and improve service responsiveness. These examples highlight the platform's ability to support document-heavy workflows, service desk operations and multilingual interactions at scale, while delivering measurable improvements in accuracy, turnaround times and operational efficiency.

Client	Business Challenge	Key Outcomes
Client is one of the largest multinational manufacturers of confectionery, pet food and other food products and a provider of animal care services	• With 500,000 invoices per annum, managing work through emails and excels was a tedious task leading to lot of manual effort and also missing certain tasks in tracking • Global operations across 19 countries with 5 distinct ERP instances leading to inefficient and non-standard AP processes. • 40% OCR accuracy leading to time-consuming manual data extraction • Lack of real time reports	• Intelligent, template-agnostic invoice processing using enhanced OCR and AI/ML enables highly accurate data capture, supported by low-code/no-code workflows and RPA-driven touchless automation. • Significant operational improvements, including accuracy uplift from 40% to 80%, 25% AP agent productivity gains and zero duplicate/over-payments. • Real-time visibility through dashboards/reports, including KPI-based monitoring of data-extraction accuracy and performance trends. • Enhanced business outcomes, such as 15% improvement in on-time payments driven by cleaner, faster and more reliable invoice processing.
Client is a fortune 500 engineering corporation leader in high-power turbochargers	• Cashiering process is slow and manually intensive. Staff would receive or download bank statements from different banks, with many of the statements being in different languages • Data is manually extracted from these statements and converted into the standard MT940 electronic format • Payments are applied into the ERP by coordinating with multiple teams across different regions	• AI-driven intelligent data extraction with a customised ML model enabled MT940 conversion, supported by a failsafe SOE layer plus advanced features, such as process mining, knowledge graphs and operational dashboards. • Rapid deployment — the AI-based data capture solution was implemented within 2 weeks, accelerating adoption and value realisation. • Operational efficiency gains, reducing data-extraction time from ~5 minutes to 2–3 minutes (~40% effort reduction), delivering a benefit equivalent to ~4 FTEs. • Cost savings of ~£51,000, driven by automation, improved accuracy and reduced manual effort.



For more information, contact askus@infosys.com

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