Document Processing Automation in an Accessible, Powerful Solution

UiPath™ | FUJITSU

UiPATH Robotic Process Automation Platform +
FUJITSU fi-7300NX document scanner with NX Manager

CUSTOMERS

- BPO
- Financial Services
- Healthcare
- Insurance
- Telecomm
- Manufacturing
- Public Sector
- BPA

CUSTOMER CHALLENGES

- Labor intensive repetitive tasks
- Manual processes prone to human error
- Limited personnel to perform manual tasks
- Cost of manual processes and time spent
- High cost of hardware and software

SOLUTION BENEFITS

- Automation of processes that where once manual
- Elimination of human errors
- Improved data integrity and validation
- Improved speed of processing documents
- Minimal training required

Overview

UIPath, a leader in the RPA software industry, understands that success naturally breeds complacency, requiring the most vigorous efforts to avoid inertness.   With this business-risk in mind, UIPath searches for new ways, new lines of business, and new onboarding techniques to make humans, and their organizations, more efficient. Part of this discovery for new solutions included the onboarding of paper documents, which is what led them to partner with Fujitsu Computer Products of America, the #1 leader in document imaging.

To augment their Hyper-Automation platform, UIPath has integrated with Fujitsu's cutting edge NX Manager technology and the Fujitsu fi-7300NX document scanner.   The combination of technologies is a perfect fit. Fujitsu brings the industry's best scanner hardware with excellent image quality, low jam rates, and superior reliability with a new server based technology to deliver clean documents to cloud platforms like Azure, SharePoint Online, OneDrive or many other popular cloud services.

Founded in 2005 and now with over 3,000 employees, UIPath's motto "We make robots so people don't have to be robots" hints at not only cost savings but a revolution in emplyee engagement and

effectiveness. Their goal is to remove the tedium, slowness, and inaccuracy of repetitive tasks. This vision includes a robot for every human,eliminatingmundane activities from their work, and foretells that not one employee is exempt from the advantages of automation.

Business Needs

Capturing, routing, processing, and storing data are all distinct activities. Each has its own challenges and opportunities for increased business efficiency. While sometimes the data is born digital, in reality government forms, invoices, receipts, contracts and business correspondences are not. They are still printed, filled out by hand, signed, then sent via courier or snail-mail, or handed directly to the clerk over the counter.

Capture can be the most expensive part of documents processing. Hardware installation, training of complex software, inconsistent usage, distributed storage, jams, document damage, illegible data, non-captured data via multi-feeds, broken-down equipment, all add to the labor costs of converting a piece of paper into a digital file.

Routing also has issues. Courier transfers are expensive and slow. In the worse cases, documents are forgotten ormisplaced causing delays, damage, and even loss.   Training employees on where to send different document types, even digitally, takes time and money and can be prone to human errors. Changes in processes are painful to rollout to large, distributed organizations.

Processing starts with data entry and ends with workflow completion. Data entry is slow and dull work with the majority of time spent on capture rather than exception handling. This manual process is expensive and prone to both droughts and bottlenecks due to seasonal or end of month processing needs. Even workflow can have delays without proper aging notifications and approval redundancies.

Storage is more complex than just placing a document in a filing cabinet or saving to a desktop hard drive.   The storage price of physical paper is prohibitive whether local or in a warehouse.   Even when captured and placed on a local hard drive, the documents are at risk from hardware failure and have little shared value.   Network storage has both high hardware and IT labor costs with it being nearly impossible to have 100% access times in small to medium organizations.

The Solution

The solution is simple, but behind the simplicity are many valuable implementation details.   Using the Fujitsu fi-7300NX document scanner, a document like an invoice is scanned, routed to SharePoint Online, then downloaded by a UIPath robot that extracts the information and presents it to a human for verification.

In this case, the fi-7300NX network scanner is deployed without a PC, reducing IT, computer equipment, training, and installation costs.   The scanner can be connected via Ethernet or 5 GHz WI-FI, allowing for optimized placement wherever there are paper collection points. The device can be shared or placed next to high-volume users.   The intuitive touch screen organizes job buttons for the pre-routing of document, then groups these jobs by individual or organizational units to increase navigation speed and reduce delivery mistakes.

The NX Manager, Fujitsu's scalable server software, then processes the images with PaperStream IP to optimize images for data extraction, legibility, and OCR.   This image processing removes artifact interference like watermarks, gradations, and even

coffee stains, while greatly reducing file sizes for improved processing times and huge long term storage cost savings.

These clean images are then delivered to a secure library in SharePoint Online. No user needs to log in. Local storage is completely eliminated.   Delivery is logged.   And SharePoint Online automatically protects the digital images with backups.

A never-sleeping, UIPath robot securely accesses the upload library, downloads the files, then begins processing. Key data is then extracted from the document using OCR and machine learning extractor for invoices. This automatically compares expected data with extracted data and converts pictures of text into ASCII at speeds hundreds of times that of a human.
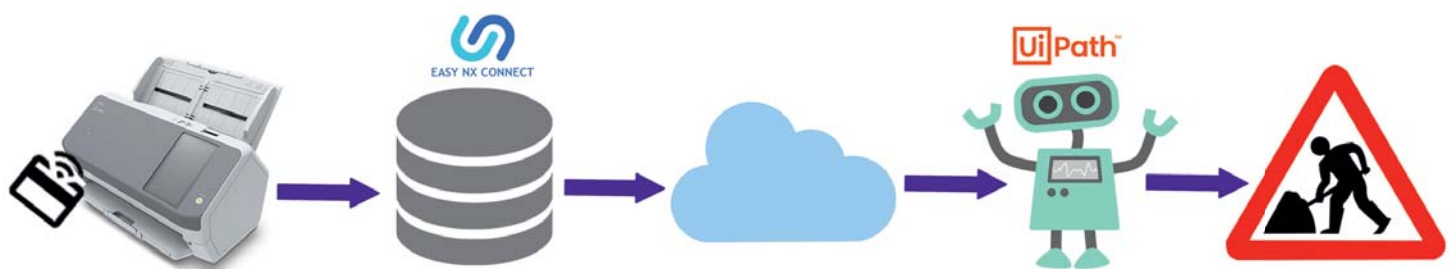
The text data is then presented to a worker for verification with intuitive highlighting, eliminating slow data entry and focusing on rapid verification. Saving massive amounts of time, workers can click to instantly see data extraction points on the captured image, even in multi-page documents, without the need to read or page through.

Once data integrity has been confirmed by the worker, the robot uploads the extracted electronic record to the Microsoft Dynamics ECM platform where approval and payment processes are triggered. The UIPath robot also moves the original files from the upload folder on SharePoint Online to a completed folder where they are stored for a specified period of time.   Finally, when retrieval is unlikely or unnecessary, the completed documents are sent to cool storage, an Azure Blob service for long term storage cost savings.

Conclusion

UIPath and Fujitsu are proud to have come together to form this powerful, yet flexible business solution for your automated processing needs. For more information, please contact us.