ABBYY Global Intelligent Document Processing Trends & Outcomes Report

May 2023
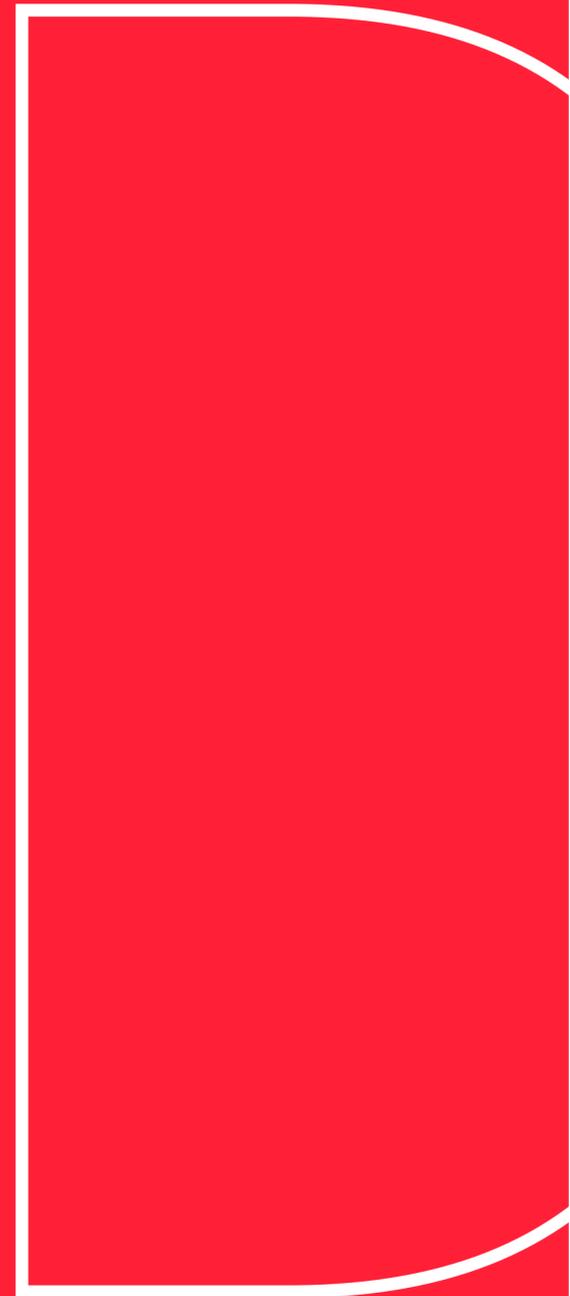
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IDP
Overview

Benefits of intelligent document processing (IDP)

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Put your information to work.

Business and technology leaders are looking for opportunities to improve cost and productivity efficiencies within their organization. A strategic approach to achieve this is by making the revenue-generating information stuck within documents more accessible and using it to generate more business value.

Intelligent document processing (IDP) applies optical character recognition (**OCR**), artificial intelligence (**AI**), natural language processing (**NLP**) and **machine learning** technology to read, extract, and understand structured, semi-structured, and unstructured documents like a human. Every business has high volumes of documents running through enterprise systems; IDP enables a faster, more accurate and efficient way to put this information to work.

The purpose of this report is to help organizations understand the benefits of IDP and how different regions and organizations use it to their advantage.

ABBYY is the authority in knowing how to process any document in any language any time. ABBYY is the recognized market leader in IDP by the following analyst firms:

→ Avasant Research

→ Deep Analysis

→ Everest Group

→ GigaOm

→ IDC

→ Infosource

→ NelsonHall

→ Quadrant Knowledge Solutions

→ Zinnov

Key trends

Regional Differences

Data reflected regional differences in enterprises' document challenges. North America had greater need for Document Skills related to tax forms; Europe and Asia-Pacific priorities are related to transportation and logistics.

Regional Similarities

Data shows strong similarities between the regions' need to accelerate the processing of invoices and identity documents and use connectors for augmenting intelligent automation platforms with advanced IDP solutions.

Forecast

IDP is expected to experience significant growth driven by trends in supply chain and logistics.

Most enterprises wanted connectors for Microsoft Power Automate, indicating the need for a better way to transform data for integrating within Microsoft environments.

Making document processing easier

Intelligent document processing can be applied to any document in any language for any industry, whether it originated originated digitally or on paper. As industry dynamics change and document requirements evolve, organizations need to be able to adapt their document processing solutions to stay agile and efficient.

There are two approaches to IDP. A batch-first platform is open and extensible, allowing trained administrators to easily customize and orchestrate the behavior of the system, including extraction models, business rules (scripting), custom routing, exception handling, classification and separation models, and scanner controls based upon a Microsoft Windows platform. Designed to process large volumes of documents primarily submitted in batches, it is suited for customers who have dedicated teams supporting capture and data extraction for production imaging use cases.

Another approach is in response to emerging market trends and demands where automation teams require pre-trained, transactional document processing models that are easily deployed and supported by plugging right into their core systems and applications. It is a low code/no code approach to IDP that empowers the citizen developer by removing much of the complexity associated with production document capture applications. It is highly optimized for transactional processes unlike platforms designed for more batch offerings. Additionally, this approach offers **pre-trained document skills** that are already trained on specific document types and can be used to immediately process documents. They are optimized to plug into intelligent automation platforms such as robotic process automation (RPA), business process management (BPM), and modern transactionally-focused workflow systems, and are equipped to submit data and documents in real-time (i.e., you do not have to wait for the entire batch to finish before an export takes place).

Regional
Document
Priorities
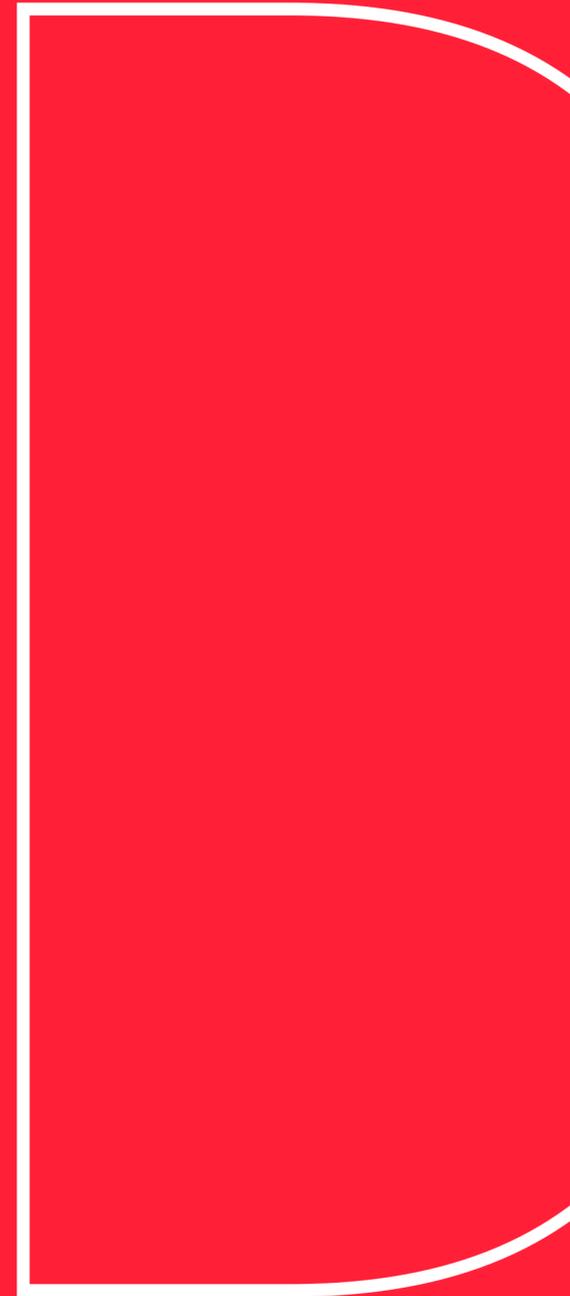
Document needs by region

Document Skills are fully trained assets that can be used with ABBYY IDP for extracting key insights from specific document types.

We segmented the most requested document skills in the United States and Canada, Asia-Pacific, and Europe to understand how enterprises' document needs varied across regions. Across all three regions, organizations were looking to process identity-related documents to improve customer experiences through government agencies, invoices to accelerate finance and accounting processes, and transportation and logistics-related documents in response to global supply chain challenges.

TOP DOCUMENT SKILLS REQUESTED PER REGION

US + Canada

1. IRS 1040 – Individual Income Tax Return
2. Identity Documents
3. Invoice
4. Bank Statement
5. Remittance Advice

Asia-Pacific

1. Identity Documents
2. Air Waybill
3. Invoice
4. Bank Statement
5. Sea Waybill

Europe

1. Customs Declaration EU
2. Identity Documents
3. Air Waybill
4. International Consignment Note CMR
5. Invoice

Document trends: US + Canada

Top Five Document Priorities in North America

Pie chart:
- 29% IRS 1040
- 22% Identity Documents
- 17% Invoice
- 17% Vehicle Registration
- 15% Bank Statement
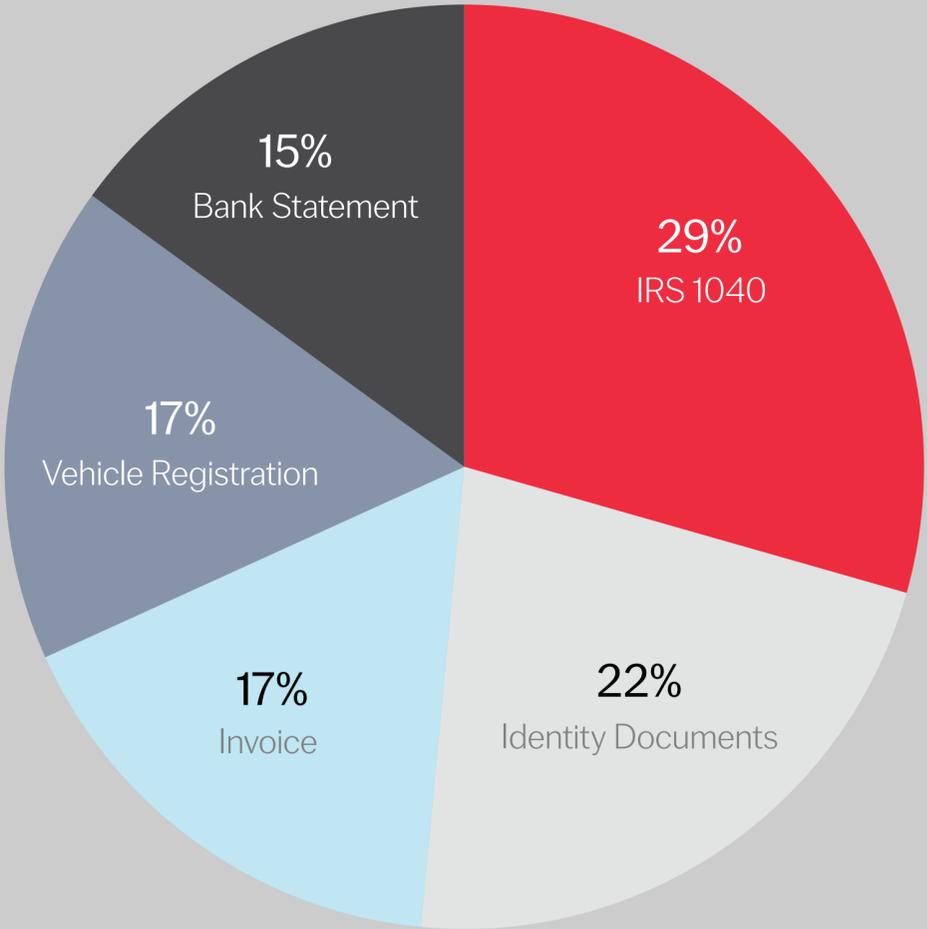
Market drivers

ABBYY IDP data in the United States and Canada reflect a need for better tax form processing skills, as well as other finance-oriented skills such as bank statements and invoices.

This trend can be attributed to tax deadlines in April for both the US and Canada.

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Document trends: Europe

Top Five Document Priorities in Europe

- 12% Invoice
- 12% Intnl. Consignment Note
- 41% Air Waybill
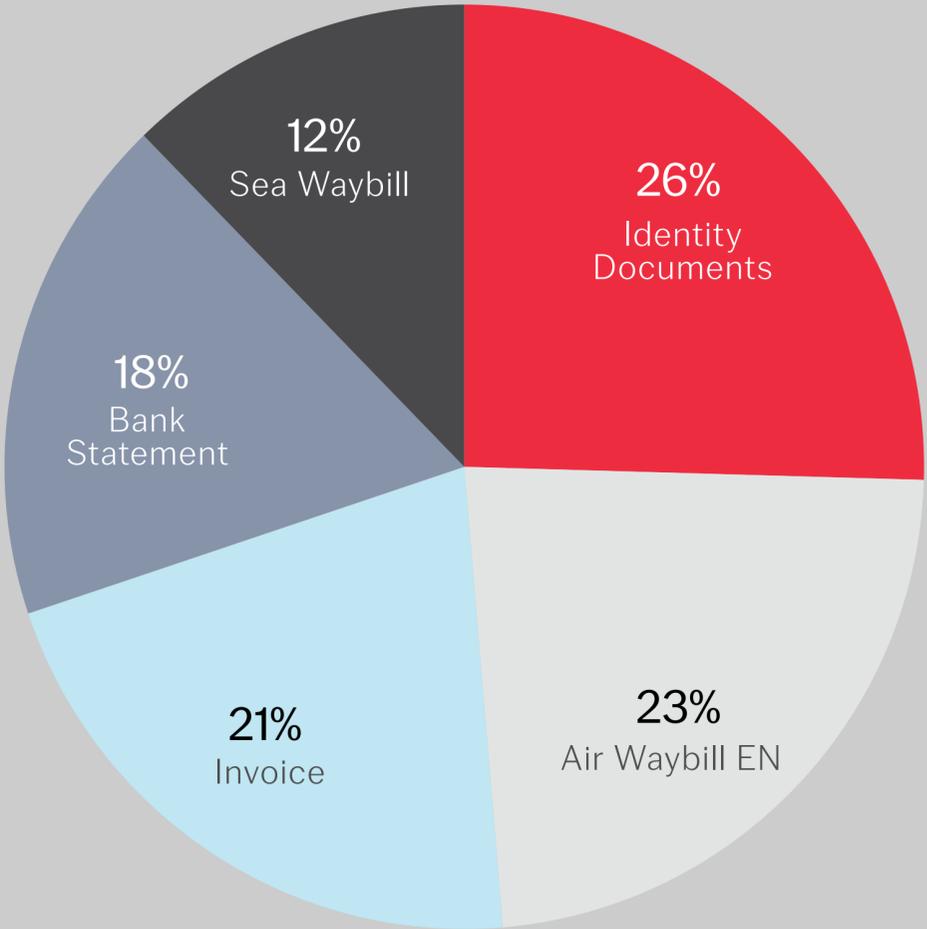- 15% Customs Declaration EU
- 20% Identity Documents
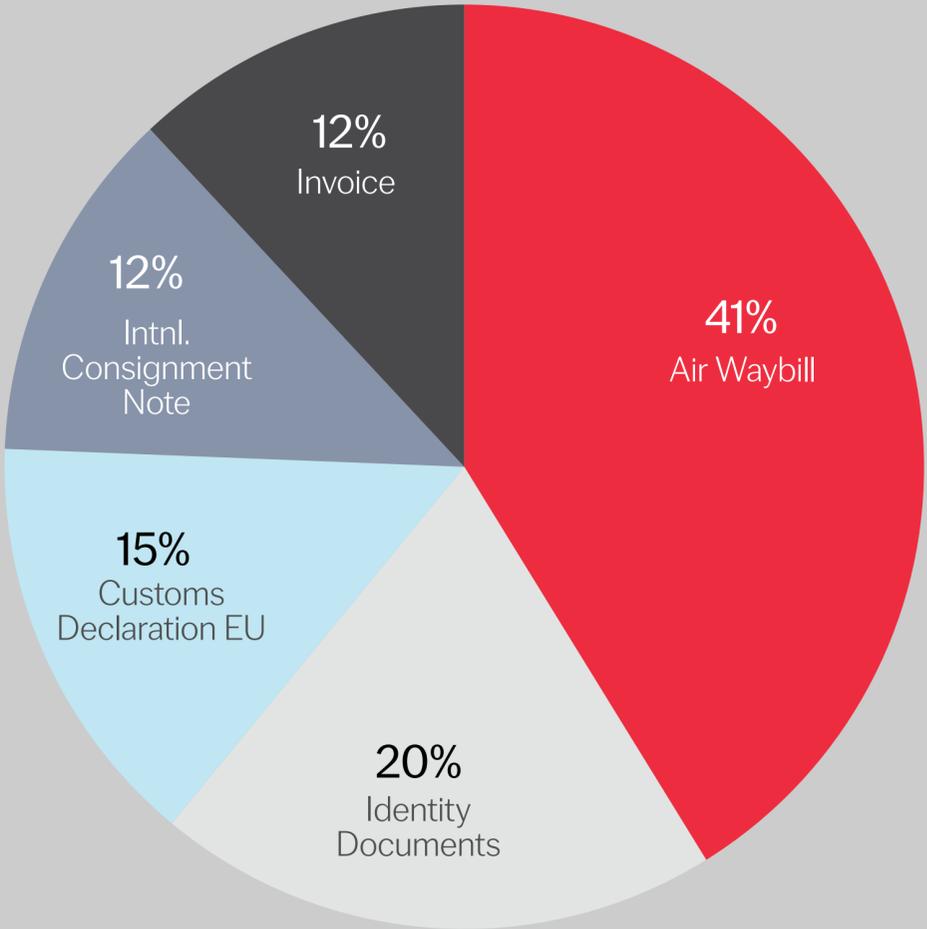
Market drivers

ABBYY IDP data in Europe shows high prioritization of document skills related to international travel and commerce, such as customs declarations, identity documents, international consignment notes, and air waybills.

This can be attributed to travel and commerce between the EU and non-EU member countries, particularly Great Britain following Brexit.

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Document trends: Asia-Pacific

Top Five Document Priorities in APAC

Pie chart:
- 26% Identity Documents
- 23% Air Waybill EN
- 21% Invoice
- 18% Bank Statement
- 12% Sea Waybill

Market drivers

ABBYY IDP data from the APAC region indicated high demand for document skills pertaining to international shipping (air and sea waybills), as well as ID and financial related documents (bank statements, invoices).

These trends reflect the high volume of exports and international commerce originating from the APAC region, as exports begin to rise following the decline from COVID-19.

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Global Business Outcomes

Success stories

We identified exemplary use cases that demonstrate how putting information to work helped enterprises around the world achieve remarkable business value.

US + Canada - JLL

Commercial real estate giant **JLL** used ABBYY's cloud-based IDP solutions to save millions by automating invoicing and payment processes. This global automation initiative exceeded the Fortune 500 company's business goals and led to the CIO 100 award, acknowledging ABBYY and JLL's success in setting a new standard in Source-to-Pay (S2P).

Asia-Pacific – Nakano-Ku

The Tokyo district of **Nakano-Ku** reduced their work volume by 30 percent and cut outsourcing costs by 25 percent by using IDP to digitally transform its resident tax collection process. Their solution automated the extraction of over 100 different handwritten and printed paper forms of various sizes and shapes, which had previously been done manually. Even with the differing tax rates, structures, and data formats of districts across Japanese local governments, IDP offers a repeatable and scalable solution to be used nationwide.

Europe – Carlsberg Group

Carlsberg Group, a global leader in brewing, uses ABBYY IDP to automatically capture incoming orders and transfer them immediately into their SAP system. This saves up to eight minutes of manual work per order depending on region; in Sweden, this saves over 140 hours per month and yields a touchless order processing rate of 92 percent. Carlsberg also relies on IDP for delivery notes scanning in warehouses, accelerating the registration of delivered goods and providing a more holistic overview of the entire delivery process.

Common
Global
Connectors

Connecting IDP to enterprise systems

Organizations use many different automation platforms that are enhanced by having critical information from documents ingested directly into their systems seamlessly via intelligent document processing solutions.

Connectors enable seamless integration between IDP and third-party automation platforms such as RPA, ECM, ERP, BPM and more. Like Document Skills, Connectors are available by ABBYY, certified ABBYY partners, and individual contributors.

MARKETPLACE FEATURED CONNECTORS

Microsoft Power Automate – enables seamless integration of Vantage into Power Automate document processing

Mendix – leverages extraction of business-critical data through Vantage for use in low-code enterprise application development

PEGA – provides Pega developers with a low-code approach to intelligent document processing

Pipefy – empowers citizen developers to quickly deploy digital workflows and automate document-driven work

Cherrywork – applies artificial intelligence to automated invoice processing, maintaining unsurpassed accuracy in extraction of key data even with varying formats and languages

Common connectors

MOST REQUESTED CONNECTORS GLOBALLY

- Connector for Automation Anywhere
- Connector for Blue Prism
- Connector for M-Files
- Connector for Microsoft Power Automate
- Connector for UI Path

The US, EU, and APAC shared the same top five connectors, albeit in different orders of priority.

Demand for M-Files Connectors suggests enterprises' need for enhancing accounts payable and invoice processes, demonstrating value in using IDP for reading and understanding complex, unstructured forms.

Prevalence of Connectors for Automation Anywhere, Blue Prism, and Ui Path continue to suggest a need to improve RPA platforms' ability to ability to better process unstructured documents.

Most notable is the increased demand for a Connector for **Microsoft Power Automate**, illustrating a need to augment the Microsoft platform with more advanced IDP capabilities to satisfy needs for more accurate data recognition, extraction, and classification.

US + Canada

Asia-Pacific

Europe

- UI PATH
- MS POWER AUTOMATE
- M-FILES
- BLUE PRISM
- AUTOMATION ANYWHERE

Solution partners driving IDP adoption

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The ABBYY Marketplace offers many assets that accelerate the deployment of documents via the LCNC IDP platform, Vantage. Many solution providers have become ABBYY partners and have benefitted by contributing assets to the Marketplace.

Partners offer specialty expertise with various industries and different automation platforms. Many organizations work with partners to deploy IDP solutions with additional tools, Document Skills, and Connectors to tailor to specific documents within a business process.

Partners that would like to contribute an asset to the ABBYY Marketplace can create a contributor account, build and train the asset, update its information, and publish it for users to download. For more detailed information, please review the ABBYY Marketplace Contributor Guidelines.

Most Active Partner*

User Friendly Consulting
UFC has 15+ years of experience with ABBYY solutions, making them a premier implementation partner with expertise in IDP. UFC provides enterprise-wide document capture, RPA, and workflow solutions for customers in a wide array of industries such as insurance, healthcare, manufacturing, oil & gas, government agencies, and more. UFC contributes several Connectors to the ABBYY Marketplace.

Contributed Connectors:
Google Drive Connector, Dropbox Connector, Automation Anywhere Connector, Box Connector

*by asset contribution

Newest Partner

Enate Ltd
Enate is an end-to-end workflow platform that enables users to simplify operations, maximize efficiency, and become more agile.

Enate Connector integrates with ABBYY to enable intelligent document processing as part of Enate processes.

IDP
Forecast

Global trends driving IDP

As the world becomes more digitized, intelligent document processing is becoming an increasingly important technology for companies of all sizes and industries in their digital transformation journey. We've noted three key trends currently driving IDP adoption:

Agile Workforce

Looking ahead, we expect to see continued growth in the IDP market, with a particular focus on solutions that can automate complex documents and enable agile and real-time decision-making. Globally, we anticipate that demand for IDP solutions will be driven by the need for greater efficiency and cost savings, particularly in finance operations and customer onboarding.

Customer Experience

Enterprises' prioritization of customer service will also continue to drive IDP market growth, as businesses explore solutions to expedite document-heavy processes with consumer-facing outcomes. Customers demanding the same speed of service provided by online retailers and banking institutions will expect a seamless user experience that cannot be upended by back-end bottlenecks in document processing.

Supply Chain and Logistics

In the logistical hubs of the world, where we see our capabilities are in high demand, solutions that can help companies streamline their supply chain operations and analyze data more effectively will be key to their environment in which supply and demand are continuously changing more than ever.

Growth of IDP

Since the Marketplace launched in 2021, the number of available assets has grown by 500%.

ABBYY expects exponential growth in the number of available assets, both directly from ABBYY as well as our partners. The Marketplace will continue to offer short time-to-value when automating business processes within various industries and use cases.

Overall, the IDP market will have significant growth in the coming years, driven by the increasing adoption of cloud-based technologies, artificial intelligence, and machine learning. As more companies recognize the potential benefits of IDP, we can anticipate a growing demand for modern and sophisticated solutions that can help organizations achieve their business goals in a rapidly evolving digital landscape.

Recommendations

Equip your citizen developers and/or business analysts with low-code/no-code IDP options to foster an agile workforce.

Evaluate customer-facing processes to identify how IDP can accelerate customers' self service.

Simplify adding new unstructured documents to content-centric workflows by leveraging pre-built document skills.

Tie your IDP objectives to business goals such as workforce productivity, time-to-value, and impact to the customer.

About ABBYY

ABBYY puts your information to work

ABBYY

We combine innovation and experience to transform data from business-critical documents into intelligent actionable outcomes in over 200 languages in real time. We enable more than 10,000 companies globally, including many of the Fortune 500, to drive significant impact where it matters most: customer experience, operational excellence, and competitive advantage. ABBYY is a global company with headquarters in Milpitas, CA and offices in 14 countries. For more information, visit www.abbyy.com/company and follow us on LinkedIn, Twitter and Facebook.

ABBYY FlexiCapture combines superior NLP, machine learning, and advanced recognition capabilities into a single document capture platform for enterprises to process documents of any size or type. ABBYY Vantage is a low-code/no-code IDP platform fitted with AI skills to support processing of any kind of document, as well as monitoring capabilities to analyze the success of deployed skills. With additional skills from the ABBYY Marketplace, Vantage improves accuracy through continuous learning and can integrate with other intelligent automation systems.

The ABBYY Marketplace is a hub for IDP solutions, containing a multitude of Document Skills and Connectors for businesses' use with various document types and digital platforms. Using internal data generated through the Marketplace, we observed which Skills and Connectors are most popular among enterprises, providing insight into their priorities and how they vary depending on external influencers such as fiscal responsibilities or market factors. Users can browse the ABBYY Marketplace for Skills based on industry, business process, or other use case keywords.

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