



# A Telecom Company Automates ID Processing for Seamless Contract Signing

## Customer Overview

### Name

Private holding group

### Location

Kuwait

### Industry

Service Providers

Kuwait has been taking steps to develop a digital economy with the establishment of national level policies for e-health and e-government, as well as a number of services becoming available online. One of the local companies, a leader in telecommunication services both in the country and throughout the Gulf region, has taken a considerable share of the market by offering an innovative range of advanced mobile, Internet and corporate managed products and services tailored to the needs of local customers and businesses. In order to keep the leading position and widen their clientele, the company has made a decision to make their services more available at the very initial step: signing a service contract.

## Challenge

Automate ID processing in Arabic and English.

## Solution

ABBYY FineReader® Engine

## Results

- Automatic processing of 1.5 million identity documents per year;
- Minimal staff resources;
- Maximum quality and speed;
- 9 times increased processing speed

## Challenge

Mobile represents the majority of total broadband connections in Kuwait. According to the Internet World Statistics, the number of internet users in Kuwait has grown from 5.8% in 2000 up to 75.6% in 2014. More and more people subscribe to telecommunication services; however, despite the high demand, the procedure for registering a contract, until recently, used to be quite complicated. The different layouts and languages found in identity documents posed a difficulty for the operators, who were unable to ensure strict quality and data accuracy control even after double verification.

The monthly workflow of the services amounted to about 100,000 clients, which meant an intolerable amount of identification documents to be processed manually. Moreover, all the documents had to be sent from local offices to the central processing point, which required additional time and costs.

In order to overcome the above mentioned issues and maintain fast customer service the company initiated the automation of ID processing.

## Solution

The project was conducted by NVSSoft — a trusted UAE-based provider of multilingual information management solutions for the Middle East — partner of such industry leaders as Fujitsu and ABBYY. The team created an integrated customized web solution for the ID capture process based on NVSSoft ArcMate Data Center Document Management System, TABS telecom system, Oracle® Database and ABBYY Arabic OCR solution.

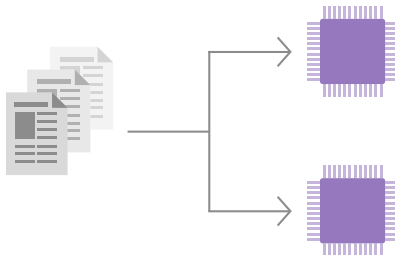
## ABBYY Partner

# NVSSoft

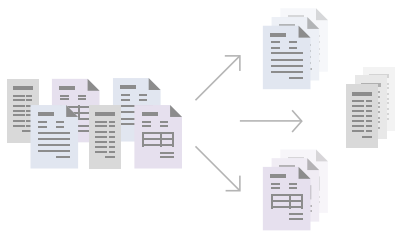
Your Information Management Partner

NVSSoft is a UAE-based provider of multilingual information management solutions for the Middle East and North African markets. Established in 2003, NVSSoft is committed to serving the local markets and offering native support for Arabic Language.

[nvsssoft.com](http://nvsssoft.com)



Significant speed improvements were achieved by using parallel processing with multiple threads.



Pre-defined automatic classification of the scanned documents allows to speed up processing 9-10 times.

## About ABBYY

ABBYY is a leading global provider of technologies and solutions that help businesses effectively action information.

### ABBYY 3A

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The choice of every element of the system was very important: “ABBYY provided the best OCR quality for Arabic documents; that is why we integrated ABBYY FineReader Engine”, explained Hani Kadah, Product Manager, NVSSoft. This was critical to ensure data accuracy for the audit trails and reports on the work of the services.

The environment is now aimed at decentralizing and speeding up the document capture process, while maintaining strict quality control. The whole process is organized the following way:

- Right on site the sales clerks scan customers' documents and forms using remote scanning stations distributed in sales' outlets.
- The scanned documents are instantly imported into the electronic archive, instead of being shipped to centralized scanning centers in paper form.
- At the sales point the employees initiate automatic extraction of the necessary data from the scanned IDs and forms in English and Arabic with the help of ABBYY OCR and data capture technology.
- At the quality assurance point the extracted data on transactions are verified and then flagged with a proper status — “Done” or “Mistake”.
- The transactions flagged with “Mistake” are processed in a special windows service and updated with a proper status “Violated”.

As a result the system has been generating 100% accurate audit trails and reports ten times faster compared to manual processing.

*“The solution was critical for the customer due to lots of time and cost savings by de-centralizing the document capturing process, while maintaining strict quality control.”*

*Hani Kadah, Product Manager, NVSSoft*

## Results

Mr. Mhd. Samer Al Siouty, CEO, NVSSoft, underlines the importance of high quality of Arabic OCR as one of the core elements of the solution: “NVSSoft is committed to serving the local markets and offering native support for Arabic Language”.

Thanks to its simple API and flexible architecture, ABBYY FineReader Engine has been seamlessly integrated into the system with direct connections to Oracle Database, NVSSoft ArcMate Data Center DMS and TABS telecom for easy data processing and analysis. ABBYY Arabic OCR solution has been providing instant and precise capture of ID number, full name, date of birth, nationality, expiry date and other necessary information, thus making services more attractive and valuable for the end user.

The full integration of the new system of sales branches automation into the customers' workflow took NVSSoft 1 year — from proof of concept till final adjustments and reaching 100% capacity. At the moment the entire network of car rental services and currency exchange offices in Kuwait processes over 1.5 million local and international identity documents per year with minimal staff resources and maximum quality and speed.

# ABBYY®

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