



Chinese Tech Giant Automates its Logistic Documents Processing with ABBYY[®] FlexiCapture[®]

CUSTOMER OVERVIEW

INDUSTRY
Services / IT Solutions

LOCATION
China

Challenge

- Automate manual form processing and data entry.

Results

- Reduced processing time from several hours to several minutes;
- Up to 25.000 of multi-page documents processed annually;
- Lower error rates, improved accuracy of entered data;
- Eliminated overtime, more efficient recruitment.

A multinational technology company coordinates its value chain activities across different countries and sells its products internationally. As a truly global world-class enterprise, it is continuously seeking to make every client's experience as smooth and seamless as possible which nowadays is hardly possible without cutting-edge software.

Challenge

Given the impressive scale of its operations, this Chinese technology giant had to perpetually process vast amounts of logistics documents and purchase orders from multiple vendors. Prior to implementing ABBYY FlexiCapture 12 and integrating it with its SAP system, the enterprise was performing all these mundane tasks manually, which always took multiple hours and made the whole process extremely time-consuming. Moreover, it required hiring extra personnel for manual data entry or asking employees to work overtime to handle all the incoming forms. In addition, human employees, unlike AI-enabled software, are more prone to error. Therefore, it was just as crucial for the company's logistics department to lower error rates and improve the precision of data going into its SAP system.

The necessity to automate this repetitive manual procedure became apparent to the company's management. It was essential to reduce data processing time and ensure the records' accuracy, along with optimizing staffing decisions.

Solution

Seeking a digital solution which would allow to automate form processing and data entry, the company's logistics department considered a whole array of both local and foreign OCR vendors. In the end, the enterprise opted for the services of Shanghai Taibi Information Technology — ABBYY's long-standing, trusted and experienced Partner — which then presented ABBYY FlexiCapture to the client. After the testing and evaluation process, where the product easily managed to demonstrate and to prove its exceptional form processing functionality and quality, the corporation had no doubt what software to choose.

PARTNER OVERVIEW



NAME

Shanghai Taibi Information Technology

INDUSTRY

Services / IT Solutions

LOCATION

Shanghai, China

WEB

abbyy.cn

The unique characteristic of ABBYY FlexiCapture that attracted the company's attention was its flexibility — a crucial feature that allows to describe the location of relevant document data and thus perfectly explains the product's name. Moreover, despite being a ready-to-use solution, thanks to ABBYY FlexiCapture's robust APIs and scripting, it could be integrated into the SAP system, becoming a part of the company's existing internal workflow.

Today, with the implementation of ABBYY FlexiCapture, the company's data-related processes have transformed and the workflow has been simplified to a great extent. As PDF files in English or Chinese are received from the vendors, they enter the processing phase where FlexiCapture accurately extracts critical data. Beforehand, in order to ensure the high quality of the obtained data, system administrators can tailor what information exactly needs to be retrieved from each type of forms. This is essential for the multinational, since its logistics department receives numerous types of documents of varying structures — from vendor agreements to purchase orders — meaning that the desired data are not always located in the same place. Once the needed data are finally extracted, they are exported directly to the SAP system in the required format.

Results

Given the presence of ABBYY's Partner in the region, from the very beginning the multinational enterprise has been able to rely on Shanghai Taibi Information Technology's professional technical support. That is why it took only a few weeks to implement FlexiCapture, including one week of trainings for the company's IT team on how to set up the solution, integrate it with existing systems and configure it for various documents.

After implementing ABBYY FlexiCapture, the logistics department has significantly increased its productivity. Instead of spending long hours to process all the incoming documents, now it takes only several minutes to manage the same amount of papers, while accurately retrieving the desired data. As of 2019, FlexiCapture handles up to 25,000 of multi-page documents annually — a number expected to go up in the upcoming year.

Moreover, ABBYY solution eliminated the need to hire extra personnel to process all the incoming forms and enter data into the database manually. Now employees are freed from mundane tasks and from the necessity to work overtime. The accuracy of records that are imported into SAP has also considerably improved due to elimination of error-prone human labor.

"ABBYY FlexiCapture improves the efficiency of our work, reduces the possible errors in human handling, and allows us to process more suppliers' orders and related forms without the need to hire more people or adding overtime hours. We are very satisfied with the use of FlexiCapture."

AP Customer Fulfillment Operations Manager

About ABBYY

ABBYY is a Digital Intelligence company. We provide a Digital Intelligence platform that delivers a complete understanding of business processes and raises organizations' Digital IQ.



ABBYY EMERGING MARKETS (3A)
Asia, Middle East, Africa
P.O. Box #32, Moscow, 127273, Russia

TEL. +7 (495) 783 3700
FAX +7 (495) 783 2663
E-MAIL sales_3a@abbyy.com