

Beyond Recognition,
Extracting Value from information



REGIONAL EXCHANGE



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AGENDA

01 AIIM Intelligent Information Management

02 Beyond Character Recognition


03 Potential post-recognition use-cases

04 Records Management Automation

05 Discussions and Questions

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Beyond ECM (AIIM)

Intelligent Information Management

Creating, Capturing and Sharing information

Multi-channel capture

Team Collaboration

Document Management

Content migration and
Integration

Digitalising Information intensive processes

Business analysis

Business process
management

Robotic process automation

Case Management

Automating Governance and Compliance

Information Governance

Records Management

Privacy

Digital Preservation

Extracting Intelligence from Information

Metadata and taxonomies

Data recognition and
Extraction

Analytics

Search

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Character Recognition Is Only the Start

What Character Recognition delivers

- Raw text and basic layout data
- Low business value on its own

The real value comes next

- Understanding meaning
- Applying business and compliance context
- Automating decisions

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Post-Recognition Processing Pipeline

- Text normalization & cleanup
- Document classification
- Content understanding
- Data extraction & enrichment
- Validation & exception handling
- Workflow orchestration
- Records & compliance actions



Step 1: Text Normalization & Cleanup

What happens after Character Recognition

- Language detection
- Noise removal (headers, footers, artifacts)
- Structure reconstruction (tables, sections)

Why it matters

- Improves downstream AI accuracy
- Reduces false classifications



Step 2: Intelligent Document Classification

AI determines

- Document type (invoice, contract, form, email)
- Business context (HR, finance, legal, operations)

Techniques

- ML classifiers
- Semantic similarity models

Outcome

- Correct routing and policy application



Step 3: Content Understanding (NLP & LLMs)

AI understands

- Meaning, intent, and topics
- Key clauses, obligations, entities

Examples

- Contract risk clauses
- Customer intent in forms
- Case type identification



Step 4: Data Extraction & Enrichment

Beyond simple field capture

- Context-aware extraction
- Template-free learning

Enrichment examples

- Adding business metadata
- Linking documents to cases, customers, or transactions



Step 5: Validation & Exception Handling

AI checks for

- Missing or inconsistent data
- Anomalies and outliers
- Confidence thresholds

Human-in-the-loop

- Review only where needed
- Continuous model learning



Step 6: Workflow & Decision Automation

AI-driven actions

- Straight-through processing
- Intelligent routing
- SLA prioritization

Examples

- Auto-approve low-risk invoices
- Route high-risk cases to specialists



Step 7: Records Identification & Declaration

AI determines

- Is this content a record?
- What type of record?

Automation

- Auto-declaration
- Policy-based controls applied immediately

Post-Character Recognition intelligence enables

- Automatic metadata assignment
- Mapping to retention schedules
- Event-based retention triggers

Result

- Consistent, defensible records management



Disposition, Risk & Compliance Insights

AI supports

- Identification of ROT content
- Disposition eligibility analysis
- Privacy & regulatory risk detection

Business impact

- Lower storage costs
- Reduced compliance exposure



End-to-End Use Case Example

Example: Invoice to Record

- Character Recognition captures text
- AI classifies as invoice
- Data extracted & validated
- Workflow approval executed
- Record declared automatically
- Retention & audit controls applied



Business Value Summary

Operational


- Faster processing
- Fewer manual errors

Compliance

- Consistent policy enforcement
- Audit readiness

Strategic

- Scalable governance
- Foundation for GenAI copilots



Architecture Overview: From Character Recognition to Governance

End-to-End Architecture Flow

- Input channels: scanners, email, portals, APIs
- Character recognition layer (text & layout capture)
- AI processing services (classification, NLP, extraction)
- Workflow & decision engines
- Records & compliance controls
- Analytics, search & GenAI interfaces



Key Takeaway

Character recognition turns documents into text.

AI after recognition turns text into decisions, compliance, and business value.

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Q&A

Discussion and Questions



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