



Papyrus Software Named Major Player in the International Data Corporation (IDC) MarketScape: Worldwide Intelligent Document Processing Software 2023–2024

Intelligent Document Processing (IDP) is a critical origination point for complex enterprise document processes, driving automation. By using highly automated capture combined with document understanding, IDP solutions are transforming unstructured business inputs into valuable data to be efficiently processed and consumed by business transactions and cases, enterprise applications and automated tasks.

Think only of hundreds of thousands of messages and documents of every conceivable type – anything from e-mails, forms and paper to social media posts and web content – that enters thousands of organizations every day! This incoming information is typically a mixture of known forms, semi-structured documents and totally unstructured letters or emails from customers. Given its volume and variety, making sense of this data can be a daunting task.

Papyrus Software was recognized as a Major Player in the IDC MarketScape endorsed by the Papyrus customers and validated by the unique blend of cutting-edge capabilities that the software brings to the table. The solution captures incoming information across an impressive array of use cases, inbound channels, and document types for instant processing by automated processes, applications, systems and users for human-in-the-loop scenarios, as needed.

Any content from any document – written or electronic – is processed by machine learning user-trained technology leveraging most recent methods of pattern recognition and techniques for character recognition (OCR, ICR, Voting), associative databases, fuzzy logic, and neural networks. This ensures high rates of automation, even for tricky handwritten and unstructured documents, where data is not in a constant fixed position.

Worldwide Intelligent Document Processing Software

Needless to say, every customer's scenario has its own workflow and integration requirements, which is why the solution comes equipped with ready-to-use adapters and comprehensive workflow and case management capabilities, together with no-code tools for workflow creation by business users.

Frictionless, connected processing

Business Designer tools leverage AI/ML and provide intuitive low- and no-code UI/UX experiences, empowering less tech-savvy users to build their own document processing workflows and entire value streams.

The captured content is automatically stored, processed and can directly flow via Papyrus adapters into customers' core business systems such as Guidewire, Salesforce or SAP to be directly processed in the context of the customer case.

Getting the best of AI

One of the most exciting features is undoubtedly the artificial intelligence (AI), which gives business users the freedom to train the system for high automation and simply create new extraction definitions and/or add new fields [on the fly](#).

Everything the user needs to do is select a document (could be a scanned document, a form, a table, handwritten notes, or an email), drag and drop required fields and click on 'Train'. The keyword classification is created automatically, while the intelligent algorithm learns extraction patterns from similar documents regardless of their format (structured, semi-structured and unstructured). The system continually evolves based on what it learns and provides up to 80% - 90% automation rates for unstructured inbound communication and 99, 99% for structured documents.

Support for generative AI and large language models (LLMs) to provide additional features, such as semantic capabilities to understand/apply content moderation policies or understand/apply complex clauses and phrases are performed via integration with ChatGPT and LLM.

Our secret weapon?

The Papyrus IDP can work stand-alone and it blends seamlessly into an automated and collaborative processing with bi-directional communications and content services for connected processing of business value streams – from request to closure. All interactions and activities - from the incoming request to fully automated robotic processing to the collaborative work and design and delivery of any type of document and communication to the reporting and auditing – are provided in one environment, orchestrated in one business value stream.

Would you like to see how Papyrus IDP can inject value into your organization? Connect with us [here](#).



About Papyrus Software

The Papyrus IDP solution is as an integral part of the Papyrus Digital Experience Platform. The software can be flexibly modelled for different business scenarios, channels and use cases, and easily customized to evolve with the customer's business over time.

Software modules and tools are highly configurable and can be used in different ways to create very different applications and adapt exactly to how the customer wants to work.

About International Data Corporation (IDC):

*International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications and consumer technology markets. IDC's worldwide intelligent document processing software market assessment is presented in full detail in the report, **IDC Market Scope: Worldwide Intelligent Document Processing Software 2023–2024 Vendor Assessment**.*