

Partner Solution – Document Extractor

Cloud4C

CLOUD4C
A CtrlS Company

 Microsoft



Customer Profile

Our target customers are primarily healthcare management organizations, insurance companies, and Third-Party Administrators (TPAs) that handle high volumes of claims processing and customer management in the health insurance industry.

Business Model of Customer

- Claims processing: Reviewing, adjudicating, and settling insurance claims
- Policy administration: Managing policy issuance, renewals, and cancellations.
- Provider network management: Building and maintaining a network of healthcare providers.
- Customer service: Handling policyholder inquiries and complaints.
- Data management: Maintaining records of policies, claims, and policyholder information.
- Utilization review: Ensuring appropriate use of healthcare services.

These companies regularly handle large volumes of documents and require efficient extraction and processing of data.

They operate within highly regulated environments, focusing on service quality, customer satisfaction, and operational efficiency.

Business Challenge

Manual Processing Bottlenecks:



50 mins – 1 hour

Average data entry time per document



7 – 10 %

Error Rate in manual entry

Increased Document Volume:

- With the digitization of healthcare and insurance, the volume of documents being processed by companies has surged.
- Handling thousands of claims and medical records daily puts immense strain on staff, slowing down operations and causing backlogs.

Solution Summary

Automated Document Processing Solution

- Automated extraction of key information upon document upload.
- Data is saved in structured JSON chunks for easy access.

Real-Time Query Processing

- Users submit queries to quickly search through pre-extracted data.
- Provides accurate results in real-time, enhancing user experience.

Intelligent Suggestion System

- Offers suggested questions based on the document's content.
- Helps users navigate complex information effectively.



3 – 5 minutes
Average processing time
per document



3 – 5 %
Error Rate in
manual entry

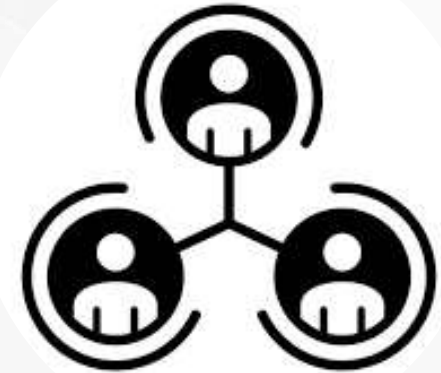
Stakeholders

Target Role: IT Heads / Chief Technology Officer (CTO)

- Responsible for digital transformation and ensuring the technological edge of the company.
- The automation of document extraction allows them to focus on strategic initiatives, as the solution reduces manual workloads and minimizes errors in data extraction.



By automating document workflows, this solution streamlines day-to-day operations, reduces the time spent on manual data entry, and improves overall administrative efficiency.



Azure Services Used

Azure Blob Storage: All the input , de-skewed files are stored in the azure blob storage.



Azure Form Recognizer: The extraction of content from the document is done using the azure cognitive service , Form Recognizer.



Azure OpenAI: To get the required fields from the content extracted , Azure OpenAI Services are used.



Azure SQL: All the json extracted and output files are stored in the azure SQL.



Azure WebApp: Used to deploy our solution.

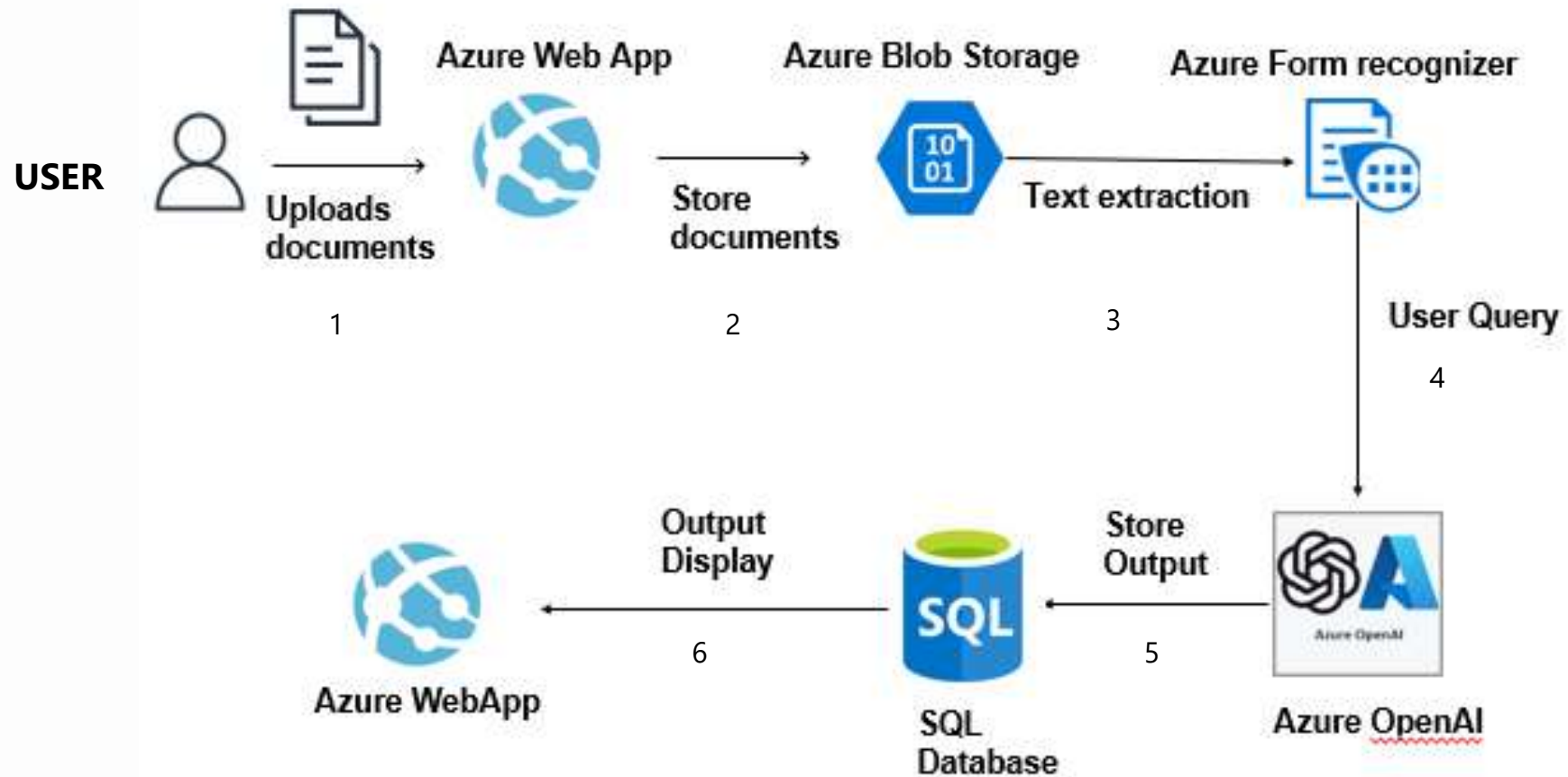


Monthly Azure cost estimate / Bill of Material

Using the azure services – Azure Blob storage , Azure Form Recognizer, Azure SQL Database and Azure OpenAI Service it costs approximately Rs.0.21 per page.

Assuming there are 100,000 claims per month , where each claim has 30 pages it is going to cost Rs.6,49,000 approximately.

Architecture



Business impact

Quantitative Impact:



3 – 5 minutes
Average processing time
per document



Our solution enables
companies to handle a 5x-10x
increase in document volume
without additional resources

Qualitative Impact:



3 – 5 %
Error Rate in manual
entry



solution ensures faster response
times for customers, contributing
to a better customer experience
and higher satisfaction levels

Competitive advantage

Flexibility and Customization

Scalability and Performance

Multi Language Support

Proprietary De-Skew Algorithm

Specialized Industry Knowledge

Superior Customer Support

Multi-Format Support

Compliant and Secure

Cloud Based SaaS Model

Easy Integration

