

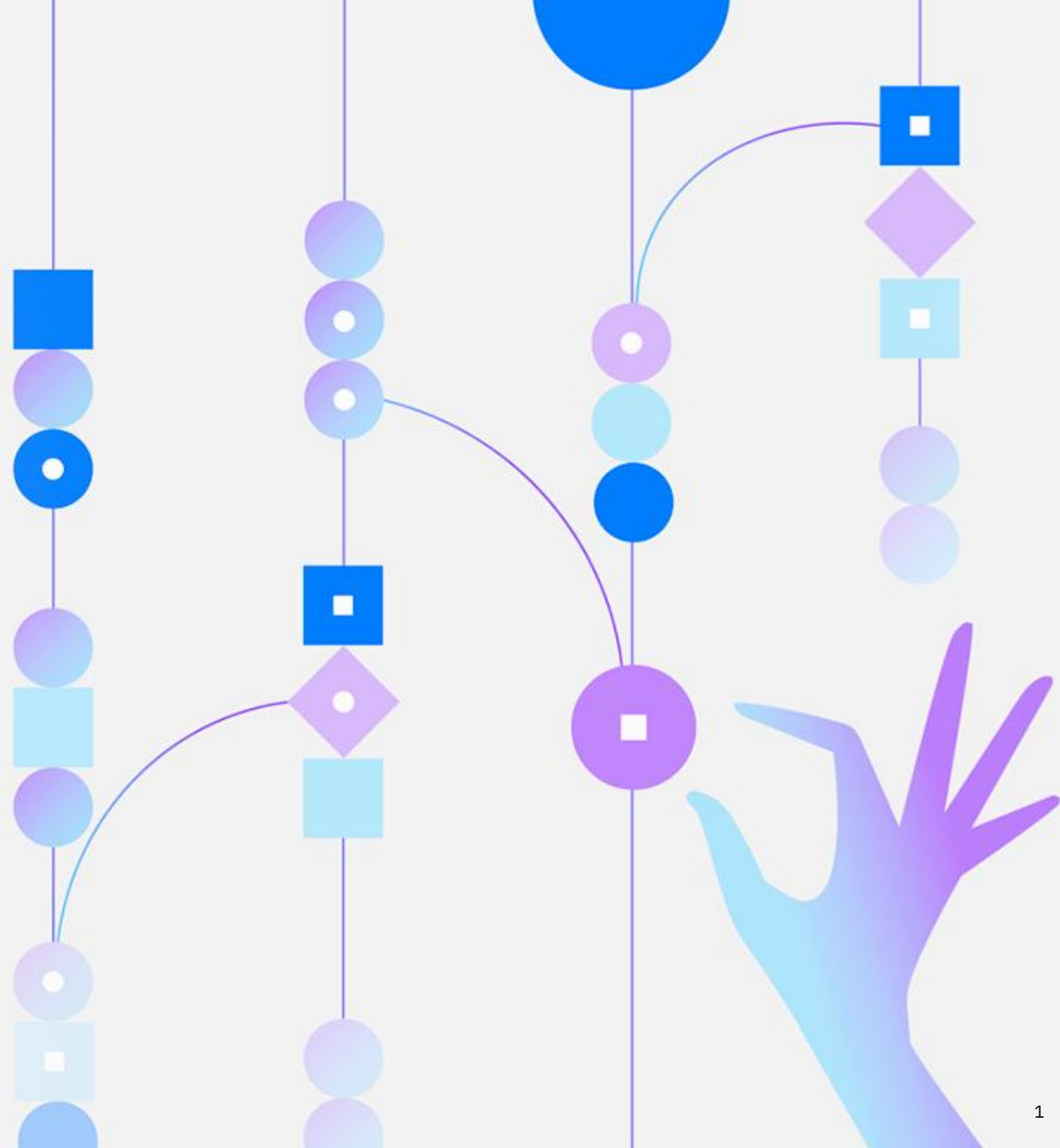


Docuflow-**AI**

AI Powered Document Workflows

Extract. Act. Automate

IBM Consulting, July 2025



Document-heavy processes are at the core of every business function, across industries. From invoices to contracts, claims to onboarding forms, document processing is critical but often inefficient.

Business Need and Opportunity

80% of enterprise data is unstructured — primarily documents

(Source: *Gartner*)

\$1–3 trillion Manual document processing cost to businesses annually in inefficiencies

(Source: *IDC*)

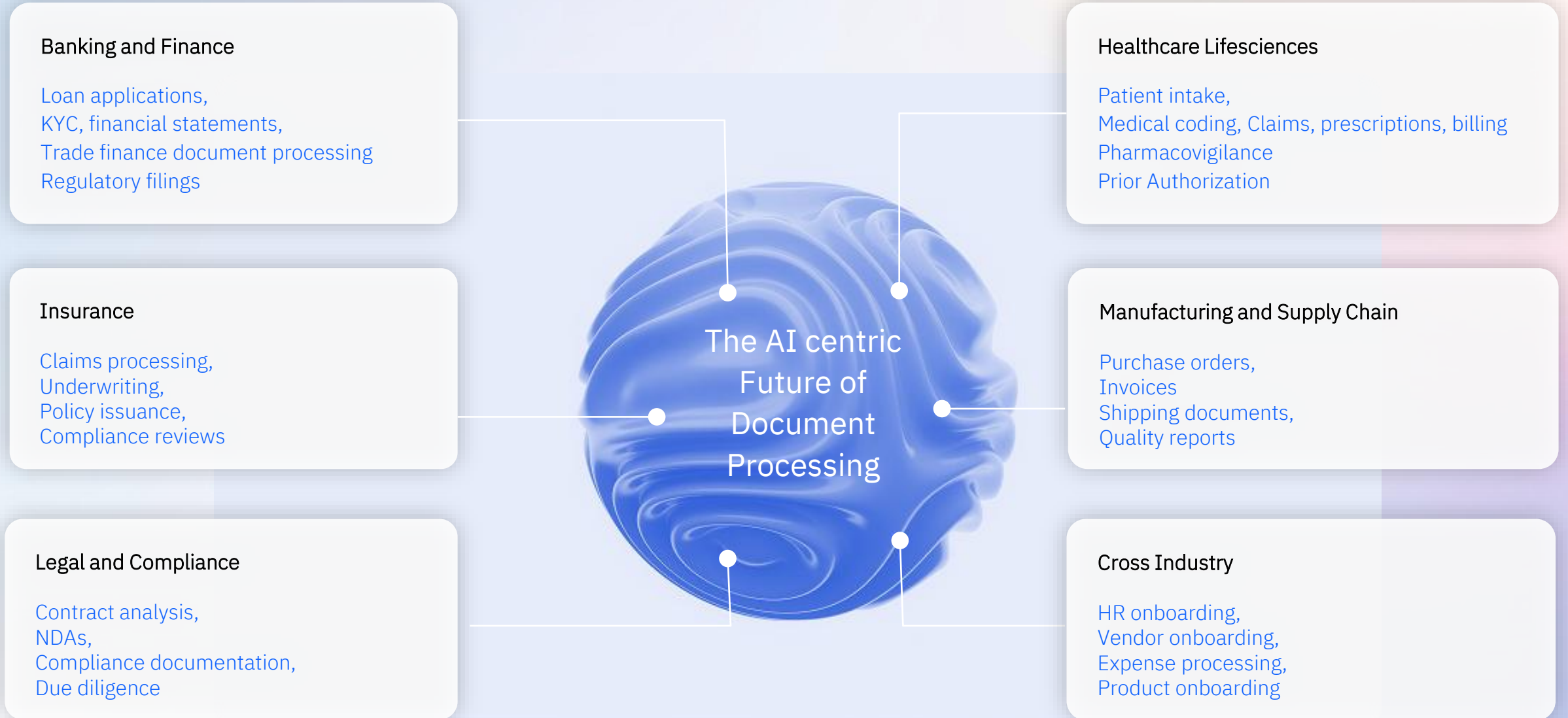
Only ~70% accuracy of Existing AI tools, require rigid templates, high technical involvement, leading to manual corrections

(Source: *Forrester*)

The Opportunity with Agentic AI

- 1 **Self-Serve AI**
Business users define what to extract and how to process — in natural language
- 2 **Faster Time-To-Value**
No coding, no templates — configure and scale across processes
- 3 **Up to 70% cost savings and 4x faster processing**
Reach 100% accurate extraction and > 90% straight through processing. Agents learn and adapt over time with human feedback
- 4 **Cost savings and increase revenue**
Remove certain manual processes altogether. Accurate AI enabled auditing reduces revenue leakage and faster processing

Document Processing is central to several business functions in almost every industry





Docuflow-**AI**

Docuflow-AI: Reinvent Document processing using Agentic AI

Extract. Tune. Act. Automate. — Using Natural Language

App Overview

Docuflow-**AI** is Agentic-AI Powered general purpose document processing workflow solution.

- Empower business SME to define workflows using natural language.
 - Data Extraction
 - Validations / calculations
 - Actions
- Build workflows for different business function (invoices, contracts, statements, etc.) from same solution.
- Integrate with other systems / solutions

Use Cases

Invoice to Pay

Energy Trading

Contract Analysis

2-3-4 way match

Due Diligence

KYC

Capability highlights



Intuitive, Accurate, Complete

Business users can setup, validate and tune complex extraction and action workflows. Workflows also learn from user feedback (advanced tuning included).



Scale And Integrate

Apply to various use cases. Utilize the app UI or integrate the workflows as pipelines to power other business applications



Chat with Data

Chat at document level or extracted database level for complex analysis using natural language.



Agents to act

Simple to complex actions enabled by agents and tools connection via MCP

Benefits & Value

Up to 100%

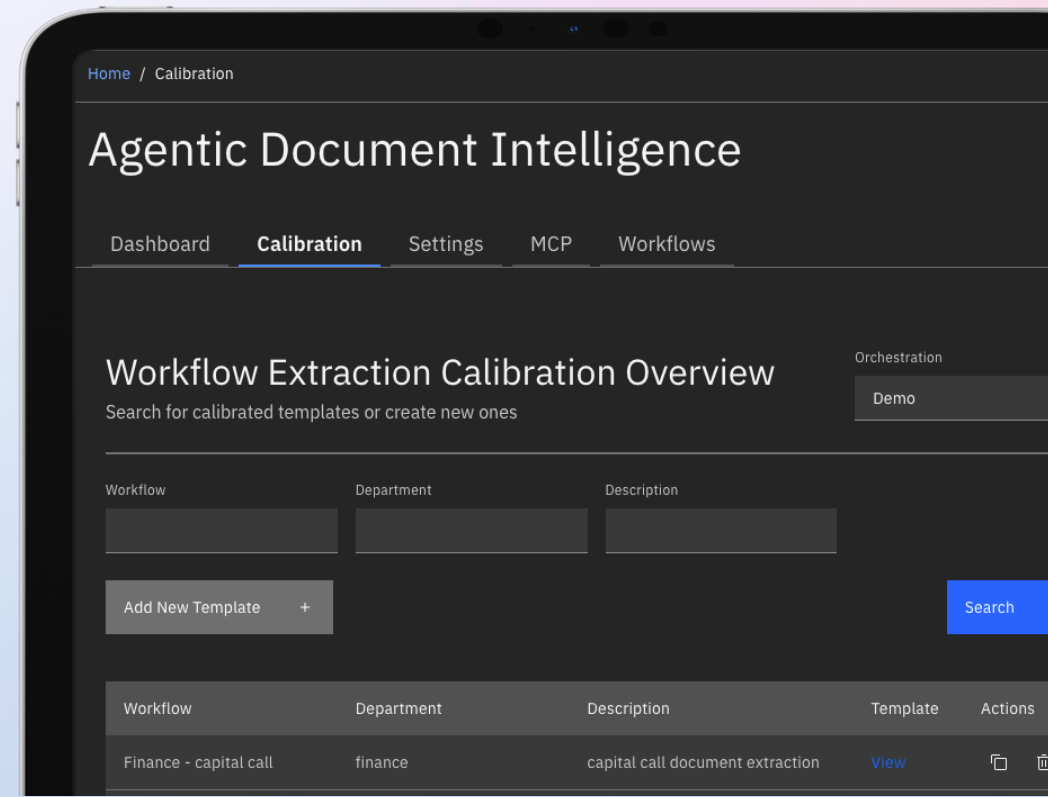
Extraction accuracy at document level

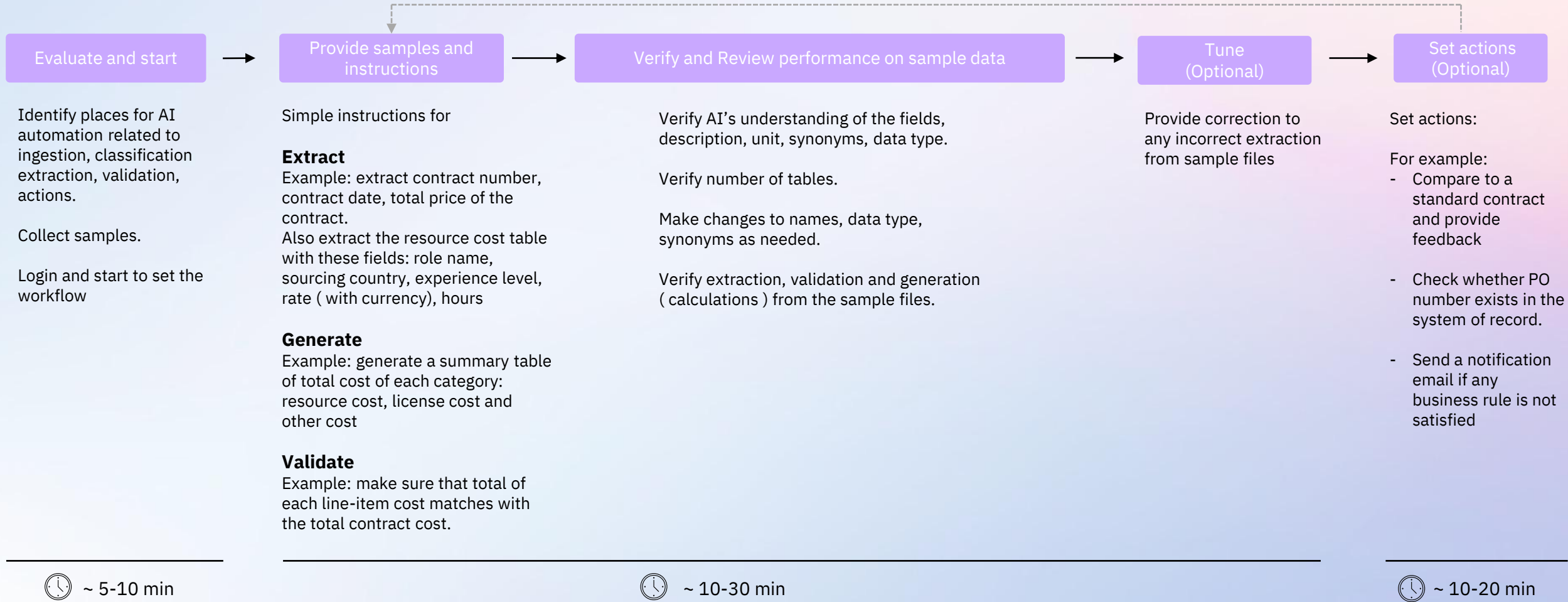
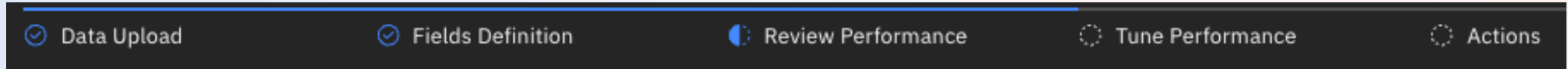
>40%

Reduction in processing cost and time



Revenue Leakage



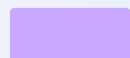
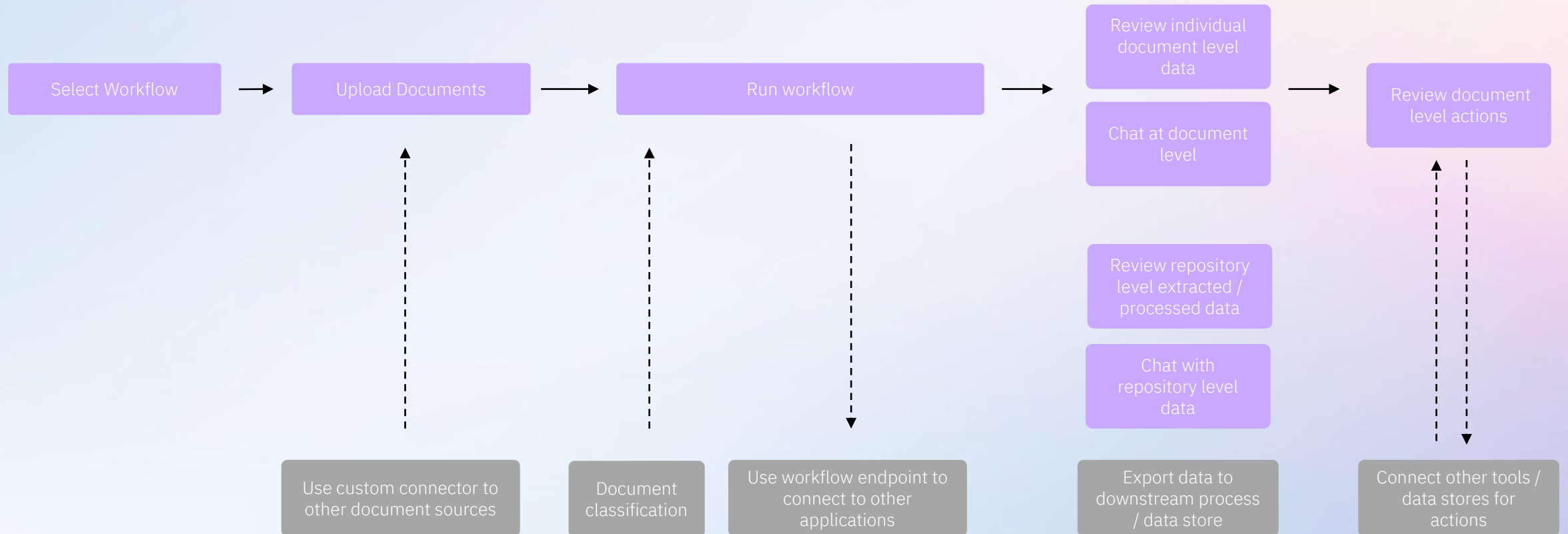




Noah
Processing SME



Sara
Business User



Out of the box features



Customization

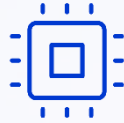
Features and Innovations



Supercharge setup and use with Agentic AI

(Extract – Validate > Act)

From understanding user intent, to defining validation rules and performing actions, agents and advanced orchestration make the complex job easy and accurate.



Accuracy and Completeness

Utilizing latest research, models and innovative techniques to

- > Mistral OCR for reading text
- > Segregation of task for agents
- > LLM as judge for reflection



Tuning based on user feedback

Advanced Reinforcement Learning with Human Feedback loops for advance prompt tuning to improve accuracy over time with human feedback



Code Models

Utilizes code models to perform data transformation and calculations for the “Generate” feature. Makes it more accurate compared to directly utilizing LLM call for data transformation



Confidence Score

Advanced and more realistic Confidence Score estimate for field extraction which is more accurate compared to a more conservative out of the box LLM provided confidence score.



Chat with document and Database

Chat with data at document level and also at extracted database level. Ability to query using natural language to generate insights at repository level for all extracted data.



MCP integration

Take the agentic actions to next level using the advance MCP server integration to connect variety of tools such as email notification, API connections etc.



Docuflow-**AI**

Configuration (advanced SME persona)

- Upload samples
- Document preview
- Define Document Type and context
- Define Workflow
 - Fields for Extraction
 - Data Generation
 - Output Format Required
 - Validations
 - Action (FR)
- Run the configured AI engine
- Evaluate Performance of the AI engine
- Tuning for extraction improvement
- Submit the AI Engine

Extraction Flow

Invoices

☒ Data Upload

☐ Fields Definition

☐ Review Performance

☐ Tune Performance

☐ Actions

Evaluation Documents

Please provide your evaluation documents below.

01-Sample.pdf

×

02-Sample.pdf

×

03-Sample.pdf

×

[+ add files](#)

Extract

Generate

Validate

Fields

Please specify the desired fields to be extracted from the document.

extract contract number or reference number, contract date, total price of the contract.

Also extract the resource cost table with these tables fields: ADM role name, sourcing country, ADM level, rate (with currency), hours

Business Context (Optional)

Please specify the business context of the uploaded content.

these are contracts between IBM and client for technical resources

The uploaded documents:

< **ABB Mana....pdf**

Statement of Work for

ELDS Quote Improvement (Phase 1)

Build Services

Statement

ABB Global Services System Ltd
ABB Global Services Ltd
700 0000 Zurich
(Trend ABB)

and

IBM Global Services Ltd
Global Services Ltd
700 0000 Zurich
(Trend IBM)

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Docuflow-AI

Workflow use (Consumer persona)

- Document Upload (bulk or individual)
- Manage and workflows
- View data at repository level and at document level
- Chat with data at database level or at document level
- Manually provide correction if needed. Also used for prompt tuning to improve next set of document processing

IBM Agentic Document Intelligence

Calibration / Invoices

Workflow

Invoices

Data Overview

Review Results

Tune Performance

Actions

Invoice Data Table

Find your data below.

Invoice ID	Company	Date	Total Amount
KL147789		22-04-2025	7,-
MX23498	Z	23-04-2025	
MX23498		24-04-2025	
PP13521		25-04-2025	
PP13521		25-04-2025	
SF12821		25-04-2025	
LN12191		25-04-2025	
DD22110		25-04-2025	
XX22131		25-04-2025	
LL12821		25-04-2025	
BB42031		25-04-2025	

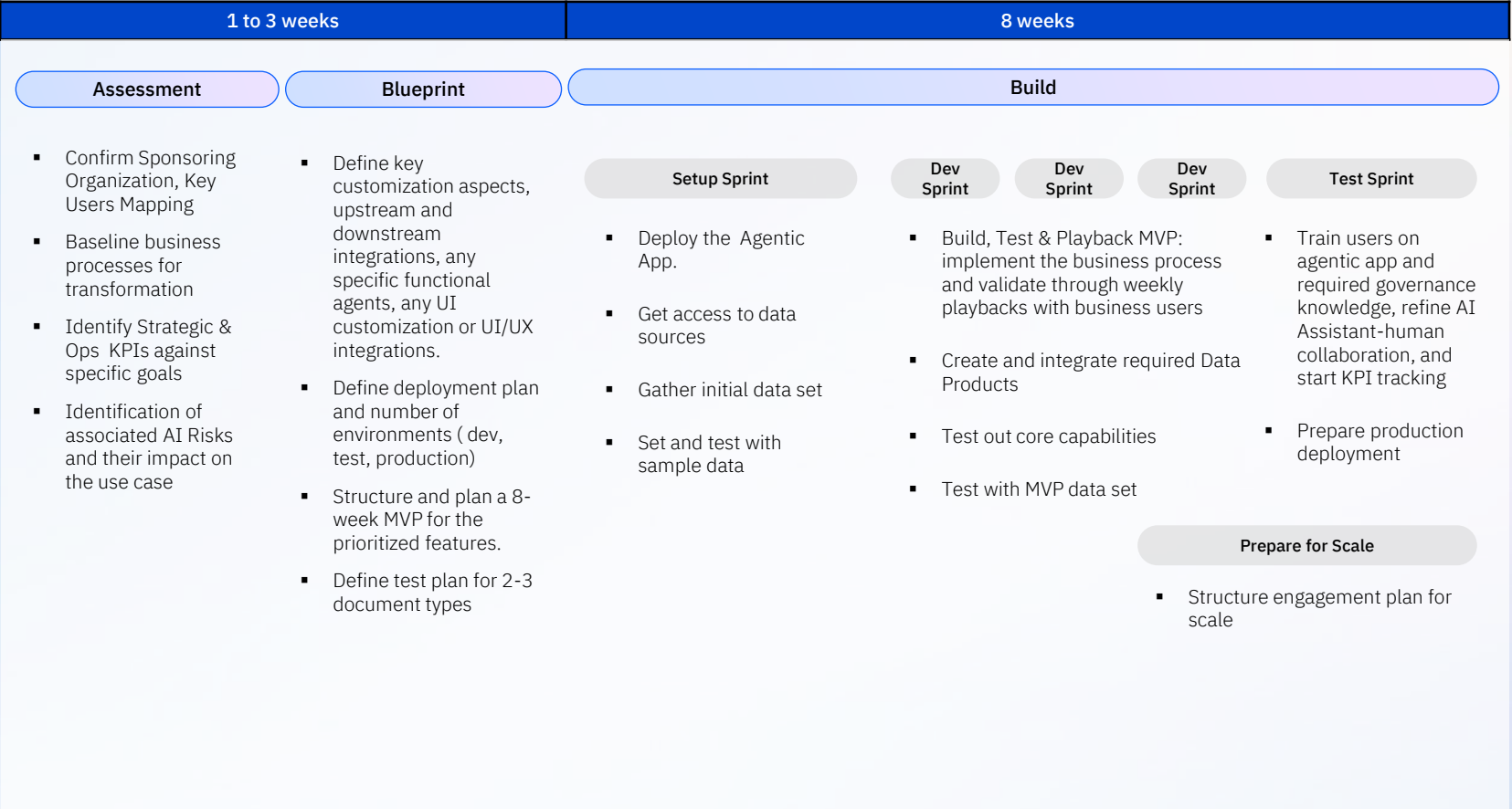
Chat with Data

Visual

AI Agent

Hello, how can I help y

Indicative Delivery Timeline



GenAI Assistants, Tools, Assets

- Agentic AI Readiness Score Framework
- ICA Assistant to classify process activities
- Mapping process mining metrics to Agentic AI Readiness Scores.

- ICA Assistant to generate first mapping to agentic architecture
- Agentic app Reference architecture

- Base App deployment code and containers
- GIT Repos
- Documentation and Deployment Guide

Delivery Squad

- Delivery Executive
 - Agentic AI technical Lead
 - Technical Architect
 - UX Designer
 - Data Scientist
 - AI Engineer
 - Full Stack Developer
- DevOps
 - Test Specialist

Assumptions and Dependencies

- 1

Setup and onboarding:
Environment access prior to project kickoff
 - Asset will be deployed in one development environment and availability zone
 - Azure resources provisioned
 - Required knowledge store finalized

IBM development team onboarded to environment within first week of project
- 2

SME time commitment:
SME input needed:
 - Data set knowledge
 - As is process and expected results
 - UI validation

SME feedback within three (3) business days
- 3

Base deployment:
 - Will cover core base features of the app within 8-10 week MVP
 - Following query types will need additional development effort
 - Tool integration like raising ticket in workflow tool like service or any other type of integration with external API
 - Hyper personalization by connecting to user data
 - Queries based structured data sources like data base
 - Complex queries which require custom calculation before responding to user question

Get in touch and find out more



DocuFlow-**AI**

Find out more and request
a demo in ICA4AA Agentic
App Library

[Click here](#)



Read more about the
technical documentation
in our GitHub

[Coming Soon](#)



Visit AI Integration
Services space on
Content+

[Click here](#)

IBM

Custom Agentic App for an Energy/Utility client

Problem

Legal Counsels and Compliance officers need to spend great deal of time and effort to study any new contracts to look for:

Lin, Compliance / Legal counsel

Alexis, Procurement Specialist

- key provisions under each clause which are necessary for the organization needs and business function
- information which may be present or hidden in non-standard places in a legal document
- look for compliance with industry and organization standards
- ability to find information on the fly which may be in different places and in different legal language

IBM Solution

Our Custom Agentic App for [Contract Management](#) to drive significant productivity



60-80%

Reduction in time spent reviewing contracts

High Consistency

Reduction in time spent reviewing contracts

70%

Reduction in human error related liabilities

Empower AI & Intelligent Workflow

In business standards and contract term interpretation

Working of DocuFlow.AI

ADMIN-Input

Admin Input: Play book configuration

Add document Type -
Configure Flow - Define
Extraction, Validation and
Action

Data:

Data Type:
PDF (Readable or Scanned)
Scanned Documents (TIFF,
JPEG)
Readable Text (PPT, Word)

Content Type:
Text content
Tabular content
Diagram and Graphs

Consumer Input:

Documents for Processing



ADMIN-Output

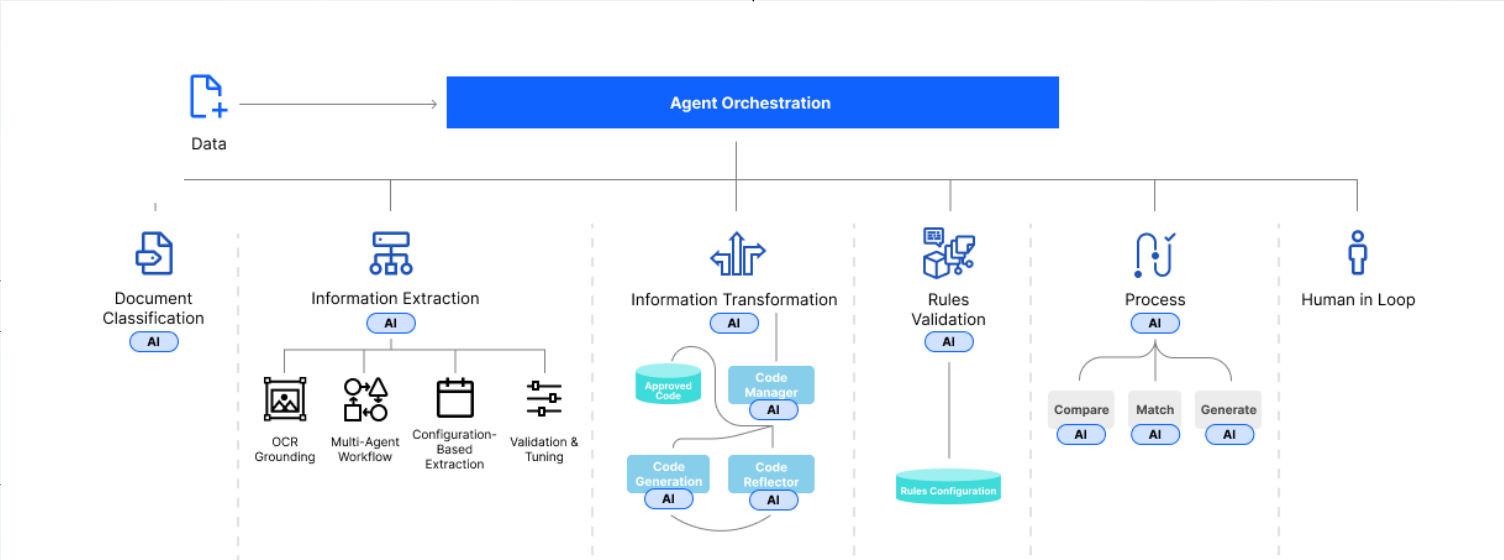
Admin

Validated Flow for AI
System

Tested – Extraction and
Validation and Action for
AI System

Consumer:

- Key Fields Extraction
- Tabular Data
Extraction
- Extraction from Image
and Graph
- Process output from –
Map, Compare,
Generate



DocuFlow.AI and its features

