

# IDP Integration: Streamlining Device Information Management

## CLIENT

One of the leading measuring device manufacturers, with a presence in over 30 countries.

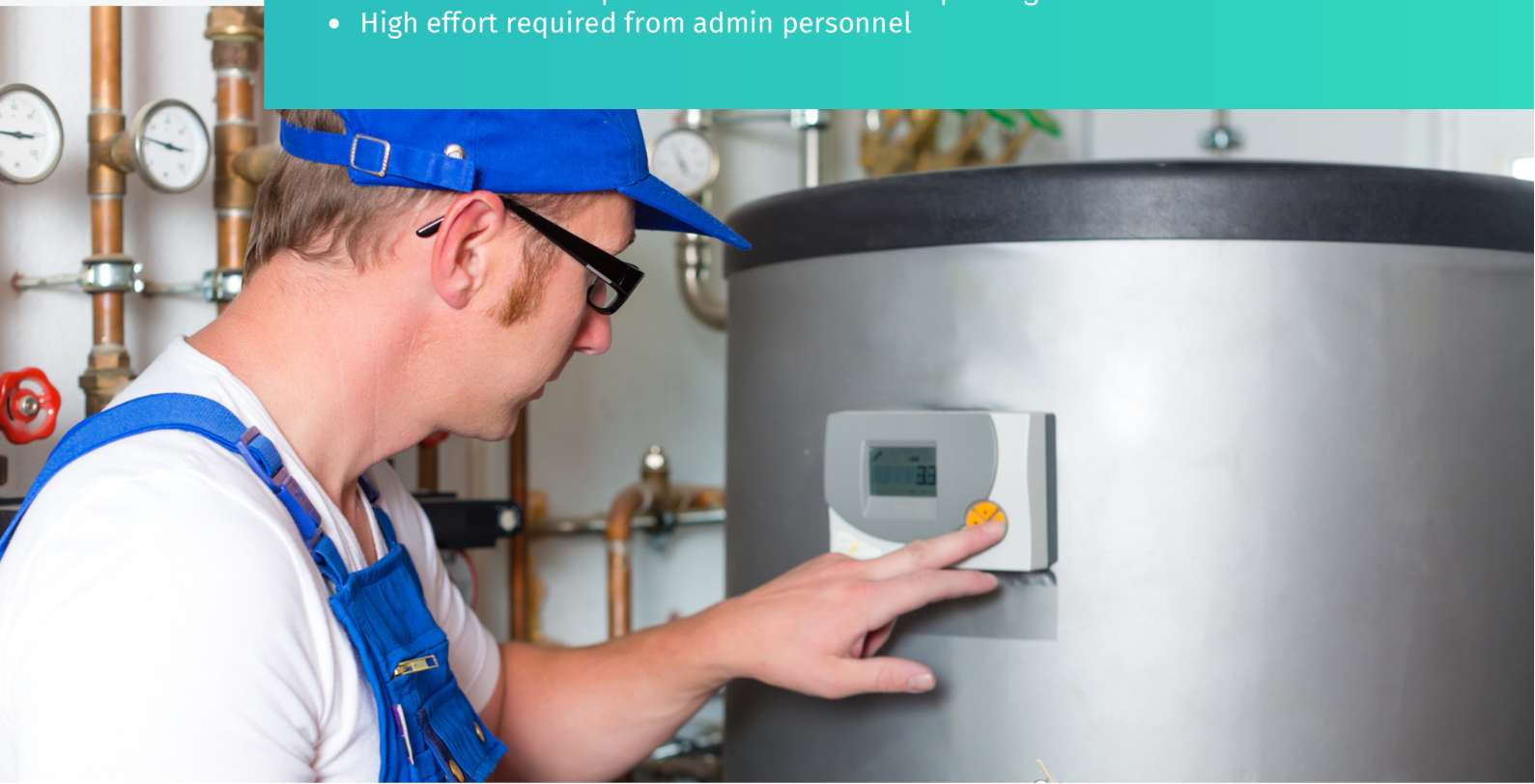
## CHALLENGE

This client not only sells measurement devices but also needs to calibrate them on yearly cycle. We already automated their E2E calibration process under product name ProCare. However when new devices were shipped to the end clients their admin still required to manually add the devices & clients and upload documentation in ProCare.

The PDFs (protocol and delivery note) that contains information about devices, customer details, serial numbers, and capabilities were delivered together with the goods. The ProCare admin needed to manually extract this information from the different PDFs, add them manually into the ProCare application and next scan and upload the documents, resulting in a time-consuming and error-prone process.

## OLD PROCESS

- Manual checking of device information in ProCare
- Manual creation of device entries if not found
- Manual scan and upload of documents and updating of information
- High effort required from admin personnel



## SOLUTION

Implemented an Intelligent Document Processing (IDP) system integrated with ProCare:

- Admin scans documents and sends them to a monitored email inbox
- IDP picks up files and identifies document types
- IDP extracts required information based on document type
- Information is automatically pushed to ProCare
- ProCare checks for existing device information or creates a new entry
- Documents are mapped to the relevant sections and information is updated automatically

## BENEFITS

- Eliminated manual data entry post-document scanning
- Reduced processing time from 30 minutes to less than 1 minute per device
- Handled documents in 5 different languages, addressing a major pain point
- Improved accuracy and consistency of device information
- Freed up admin personnel for more value-added tasks

## CONCLUSION

**The IDP integration significantly improved the client's device information management process, resulting in substantial time savings, increased accuracy, and enhanced operational efficiency.**

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