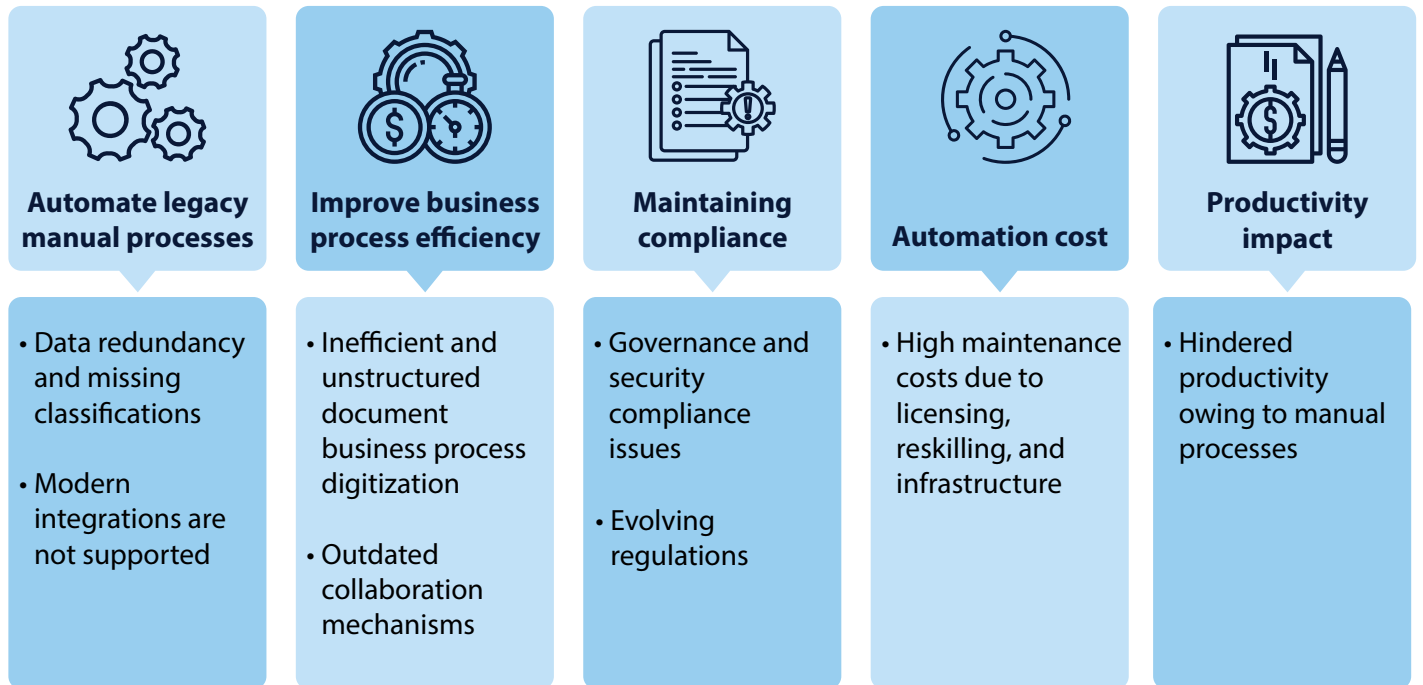


# INTELLIGENT DOCUMENT MANAGEMENT SYSTEM / DOCUMENT DIGITIZATION



Documents are critical to organizations and given the magnitude of information floating around in different formats in this digitally advanced age, a competent Document Management System (DMS) is a necessary tool. Organizations have commenced with a paperless solution approach but want to continue their automation, modernization, and agility journey by unlocking new opportunities, experience and insights from the unstructured data in enterprise documents.

A Forrester survey revealed that 55% of enterprises are gearing up to update their Document Management Systems and the top drivers for this include:



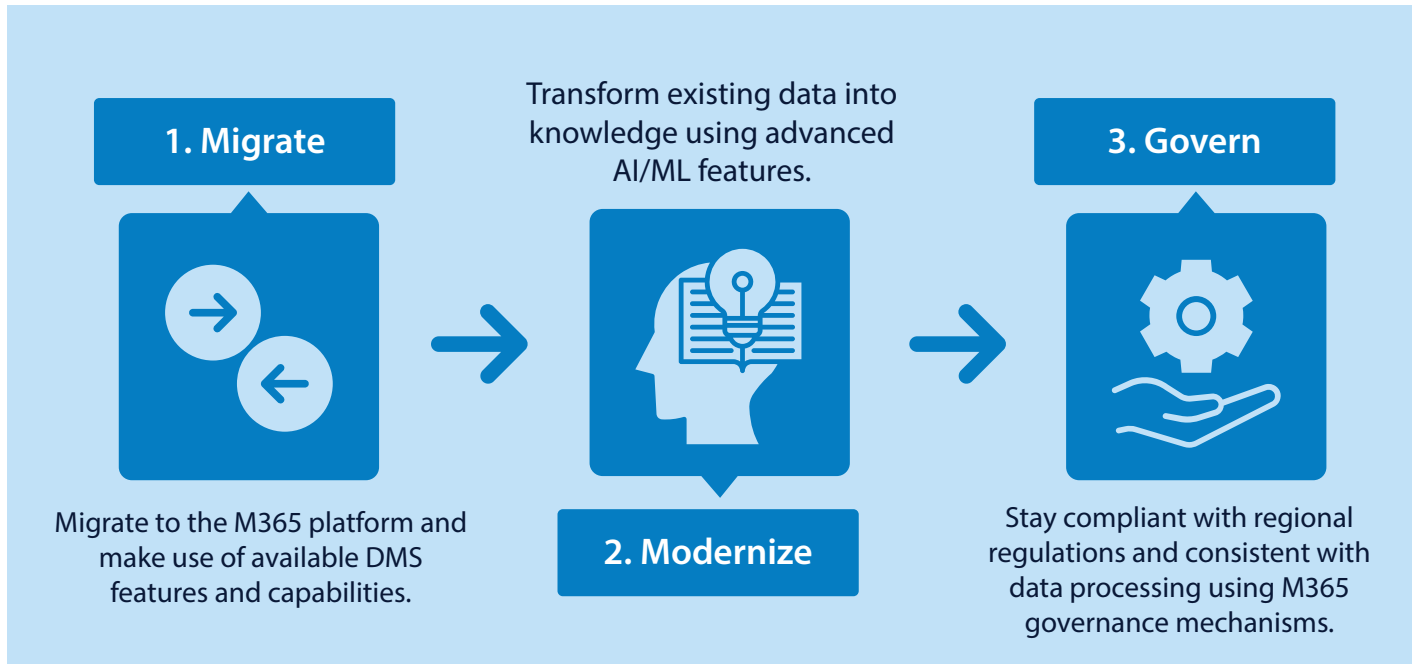
Enterprises are looking to optimally manage and have better control of their documents and information. This tremendous gap can be bridged by organizations adopting leading-edge DMS that seamlessly automates the storage, resolves industry specific complexities, and is embedded with Artificial Intelligence (AI) and Machine Learning (ML). Artificial Intelligence and Machine Learning capabilities can be leveraged to automate processes and deliver tailored user experiences that meet vertical specific requirements as well as enable integration with the key enterprise downstream systems.



# INFOSYS INTELLIGENT DOCUMENT MANAGEMENT SOLUTION

The Infosys Intelligent Document Management System provides a solution to handle end-to-end document lifecycle from inception, governance, classification, enrichment, archival and destruction. Our intelligent DMS contextualizes and automates content discovery, meta-data creation, search, storage, and retrieval of structured and unstructured data. This next-gen effective and scalable DMS solution can help enterprises maximize their Microsoft Office 365 ROI.

The Infosys DMS solution integrates seamlessly with the M365 ecosystem, making it the solution of choice to provide the flexibility and competence that an enterprise needs.



### Level 1: MIGRATE



Empowers users through a plethora of modern DMS capabilities by migrating to M365 using our accelerators and improving employee productivity and employee experience

#### **Accelerate your migration journey using a mix of Infosys accelerators and frameworks:**

- Infosys Migration Factory is an in-house framework as part of the Infosys Workplace Suite (IWS) that migrates data to M365 based workloads like SharePoint, Teams and OneDrive, etc
- Infosys has a partnership with different market leaders for migration and monitoring the environment to deliver the right solution for tenant setup, migration, and managed services

#### **Adopt modern M365 DMS features and capabilities like:**

- A reliable evergreen virtual cloud platform removing any physical storage concerns whilst enabling users to access documents and collaborate from anywhere and any device
- Robust search capabilities powered by Microsoft search and e-discovery for searching and finding information with ease
- Workflow management with notifications and alerts setup for keeping audiences with latest updates
- Security roles and permissions enabled access restrictions protecting documents
- Version control for maintaining history of documents and changes

### Level 2: MODERNIZE



With a rich experience in knowledge development, our solutions process and transform data into knowledge using sophisticated AI/ML with essential LoB integrations for business growth and efficient operations

#### **Transforming data into knowledge using AI/ML:**

- Digitize your paper-based artifacts using our state-of-the-art document digitization solution using image capture and processing AI models
- Infosys accelerators include a set of domain specific pre-trained AI models that are built on no-code platform to deliver specific AI /ML based enterprise DMS solutions
- Define and transform your content into knowledge using automated extraction and categorization of data into common subjects used across organizations
- AI models are trained using different processing models such as image processing, form processing and document processing for extraction and auto classification of data from various sources
- Automated business processes enable auto-tagging of content using rule-based classifications and custom ML models for a streamlined and consistent landscape
- Integrate seamlessly with external LoB systems using M365 connectors to assimilate data and add metadata to documents

### Level 3: GOVERN

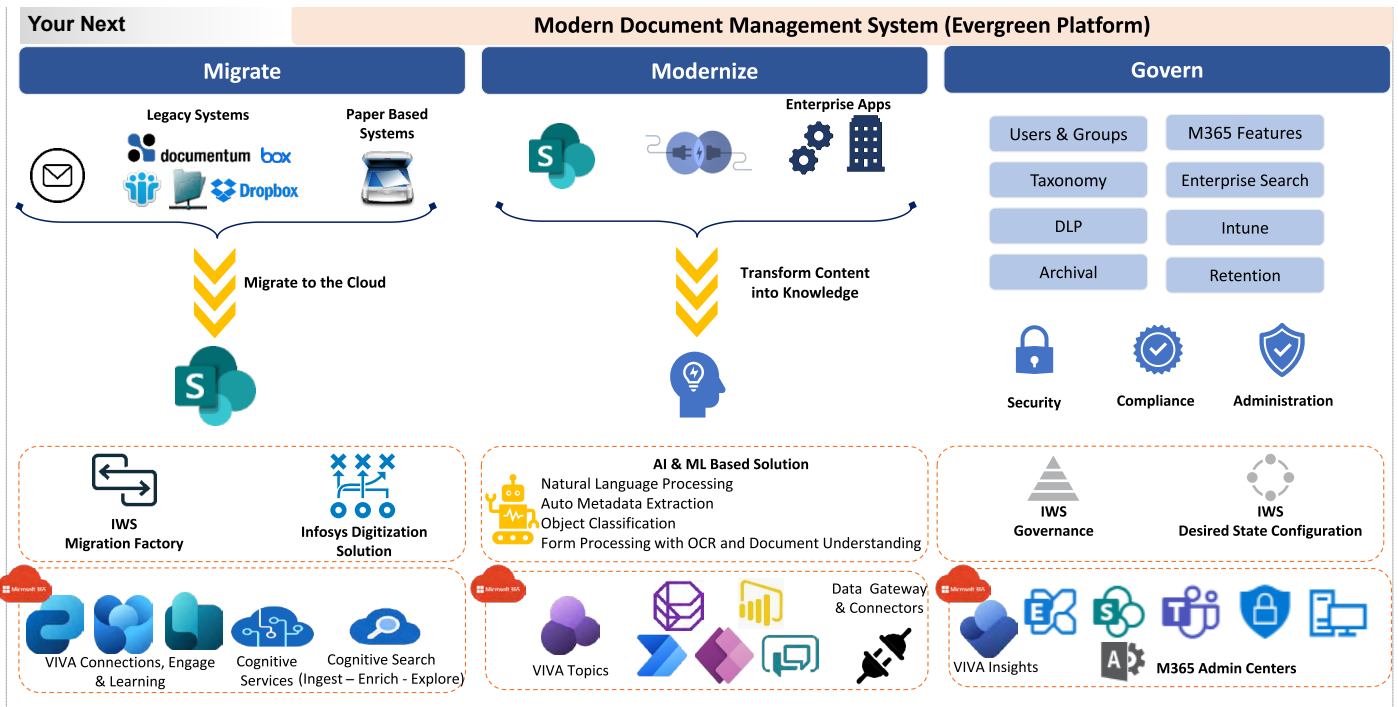


Our robust solution includes a platform governance framework and processes for the customers to manage business standards, regulatory compliance and data security

#### **Achieve Seamless Lifecycle Management:**

- Infosys Workplace Suite (IWS) Governance and Desired State Configurations solutions extend Microsoft provided rich set of administrator APIs, enabling clients to manage data and the platform from a single portal with dashboards and compliance scorecards whilst managing tenant level configuration changes
- Define and manage the document lifecycle from creation to disposition using modern records management features of M365
- Define/Extend governance policies like Data Loss Prevention (DLP), Enterprise metadata tagging, standards to specifically address the needs of Document Management System. The auto tagging feature enables automated application of retention labels for documents
- Defined authentication and authorization principles for automated granular level security for applications, including encryption, rights management, etc
- Defined taxonomy and implementation through content types and metadata within the SharePoint Platform
- Defined content navigation and access such as site map and search optimization

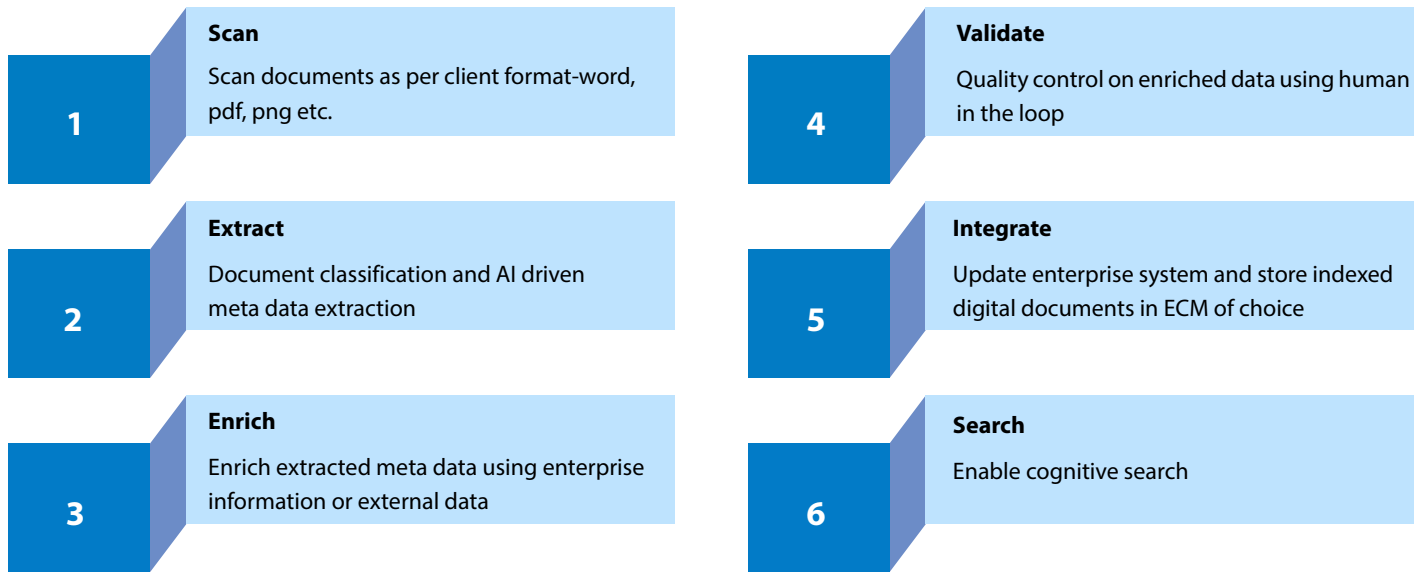
The **Infosys Intelligent Document Management Solution** builds on the investments in M365 combined with Infosys reusable solutions that help migrate from legacy, modernize with document digitization, knowledge extraction, business process integration and seamlessly govern the information and platform lifecycle leveraging AI/ML, Low-Code No-Code and custom API developments.



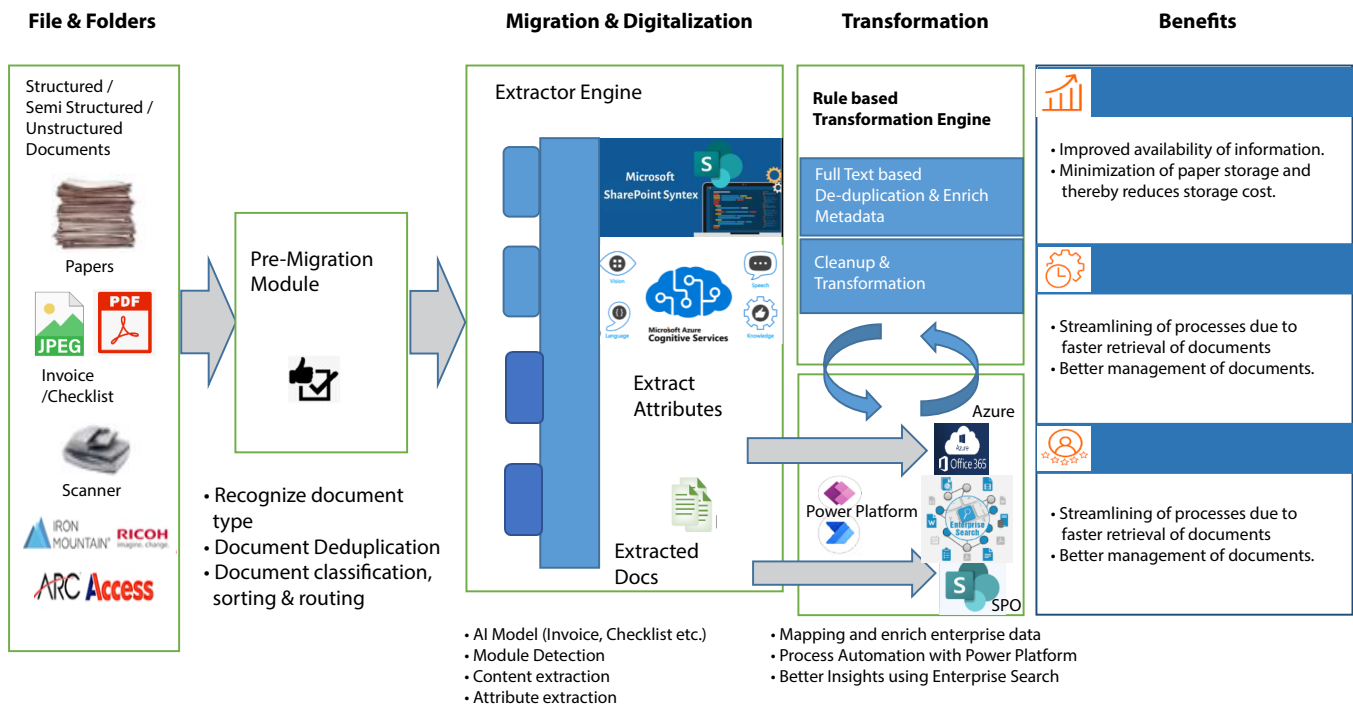
# Introduction to Document Digitization





Infosys Document Digitization offers end-to-end document digitization from physical document collection to completion of searchable digitized documents. This framework offers unified UI that leverages AI and Automation techniques to improve efficiency and effectiveness by providing assisted automation to unstructured data in the document digitization process.

We offer full range of safe and secure document digitization services from pick up and drop of physical documents, scanning, meta data extraction, indexing, search and archiving.




## Document Digitization – Infosys In-house AI Framework



OFFERINGS		
	<b>Consulting</b>	<ul style="list-style-type: none"> <li>• Intelligent document management strategy</li> <li>• Information architecture and governance</li> <li>• Security and compliance</li> </ul>
	<b>Migration</b>	<ul style="list-style-type: none"> <li>• DMS on cloud</li> <li>• Digitization services</li> </ul>
	<b>Integrations, Digitization and Knowledge Topics</b>	<ul style="list-style-type: none"> <li>• Modernized DMS experience</li> <li>• Intelligent content classification using AI/ML</li> <li>• AI/ML driven DMS development</li> <li>• Intelligent search and retrieval</li> <li>• Integrations of VIVA modules</li> <li>• Seamless workflow integration</li> </ul>
	<b>Document Life Cycle Management</b>	<ul style="list-style-type: none"> <li>• Document management as a service</li> <li>• Document platform governance</li> <li>• Document archival, retention and disposition</li> <li>• Agile DevOps</li> </ul>

**BENEFITS**




- Ease of access
- Intuitive user experience
- Personalization
- Seamless interaction

**Enhanced user experience**



- Reduced errors using AI and ML
- Smart search
- Seamless integration with collaboration, business processes and workflows

**20-30% Improved productivity**



- Reduced 3rd party license and operations cost
- Maximize value from M365 investments
- Faster and easier development and automation


**30-50% Lower cost of operation**



- Reputation and compliance risk reduction with a secure solution
- Unified security and compliance
- Aligned to organization data and compliance policy

**Secure and compliant**

## OUR DMS SUCCESS STORIES




### Modernized Employee Experience for a Mining Giant

A mining company transformed their legacy system into a modernized document system and witnessed an enhanced and seamless user experience, improved productivity, and lowered costs by successfully leveraging M365 and MS Azure which reduced the number of systems

**Outcomes:**

- Userbase of 70,000
- Content 12TB
- Reduced cycle time by 90%
- Increased user productivity by 2X
- 30% faster and error free migration through Infosys Migration Factory
- New features of M365 like Hubs, Teams, and Power BI



### Enterprise Document Management system for Leading Australian Bank

Created an accessible and intuitive modern user interface and consolidated multiple legacy system focused on storage of communications and records into an Enterprise Document Management System

**Outcomes:**

- Migrated approximately 15 million customer documents and associated metadata to SharePoint Online
- Reduced circulation of duplicate copies of documents by linking all systems to a single source
- Automated and accurate tagging of documents for improved search and applying retention policies
- Improved security and enhance the regulatory compliance

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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