



Case study: **Document understanding for Marine appraisal data**

Company Background



The client is a Singapore based huge container transportation and shipping company with over 8000 employees all over the world. They have a fleet of **over 100 container vessels** and rank among the world's leading international shipping companies, both in terms of cargo loading capacity and the magnitude of the fleet

Need of the client: Appraisal data processing



The client, having thousands of employees, needs to run a tedious appraisal process for their every cycle. A paper-based appraisal form is collected from every employee, with their data and a few remarks from their superiors. This data needs to be stored digitally for the further process, but since these are handwritten documents, the data entry in their appraisal system was being done manually. This wasted a lot of time and efforts for their team, eventually resulting in heavy costs.

There was also a risk of manual errors and delays, which used to hamper the turn around time.

Automation solution



After the client approached us with this problem, we designed a **UiPath based document understanding and entity extraction solution** for them. UiPath offers an AI center, which can be used to build an ML model for training different types of documents and extracting data from it, with or without human being in the loop. We built a taxonomy around the scanned appraisal forms, used a good quality OCR to read text from the images and extracted key-value pairs based on the training dataset provided.

The extracted data was then stored in their database system, for the further process.

This RPA solution brought about **87% reduction in the time and efforts** required for the entire process, and was able to achieve about **92-95% accuracy** of the extracted data.

The people assigned for this job are now able to monitor this system, and are able to focus on some other work given to them.