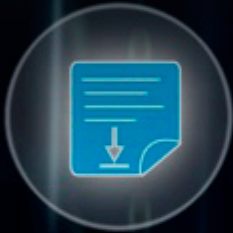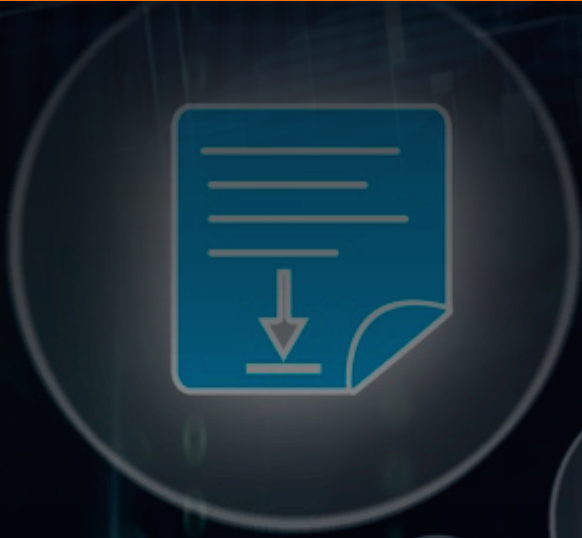# Intelligent Document Classifier

Powered by
Artificial Intelligence and Machine Learning

Unlock Insights from Hidden Data

Documents come in a variety of formats—such as application forms, claim forms, invoices, credit note, debit note, member enrollment applications etc.—and provide a rich source of valuable information that can be leveraged to gain meaningful insights.

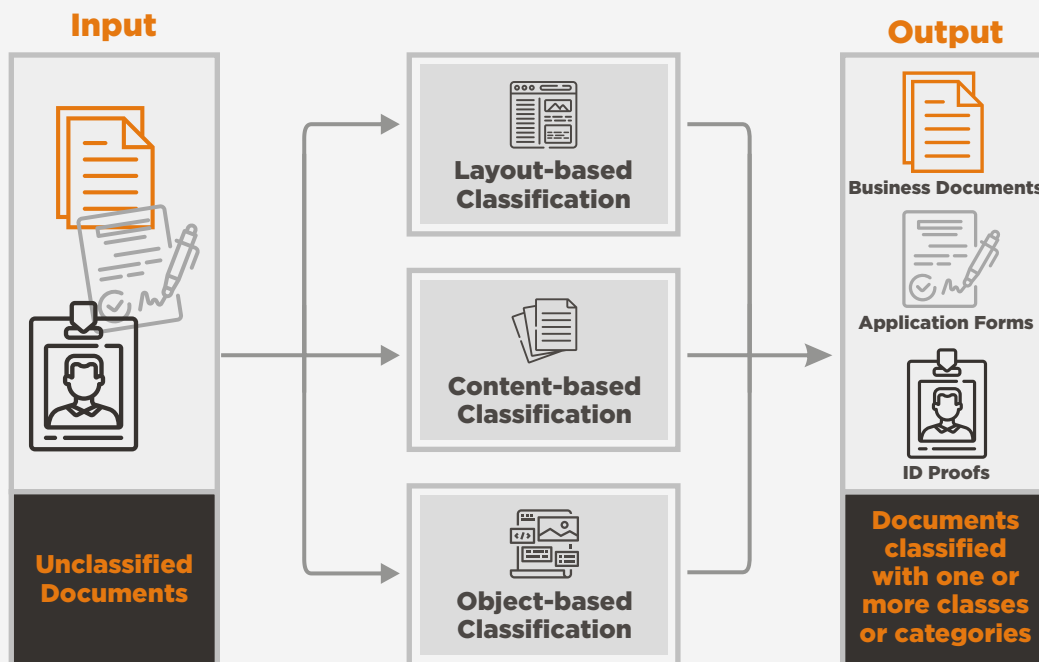However, business users cannot feasibly sift through this sea of data manually.

Newgen offers an **intelligent document classifier** that enables enterprises to quickly and easily classify documents and organize information, using artificial intelligence (AI) and machine learning (ML).

Newgen's Intelligent Document Classifier

Newgen's intelligent document classification solution allows businesses to automatically classify documents based on layout, content, and object-based type by leveraging AI and ML.

Using the solution, businesses can process higher volumes of structured and unstructured documents and gain hidden insights. It enables users to automatically classify documents like application forms and claim forms; separate batches of documents in the SSC mailroom like invoices, credit notes, debit notes; separate batches of documents in the Health Plan mailrooms like complaints and appeals grievances, member enrollment applications, provider enrollment applications.

This ensures that important information is easily available, thereby enabling smarter decision making, eliminating risk, and reducing the costs associated with manual document management.

Input

Unclassified Documents

Layout-based Classification

Content-based Classification

Object-based Classification

Output

Business Documents

Application Forms

ID Proofs

Documents classified with one or more classes or categories

Newgen's Intelligent Document Classifier

Key Features

- **Content-visual Classification**

  The solution uses a neural network approach that combines the results of content and visual classification to assign a class to each document

- **Trainable Machine Learning**

  With a few samples, the solution automatically learns the unique definition and features of each document class and creates a trained model for document classification

- **360 degree Integration Capabilities**

  The solution is an independent web API that can be easily integrated with core business applications, content management platforms, and document capture applications

- **Segregation Capability**

  The solution eliminates the manual steps typically required to identify the first and last pages in a batch of documents by analyzing the output of content classification

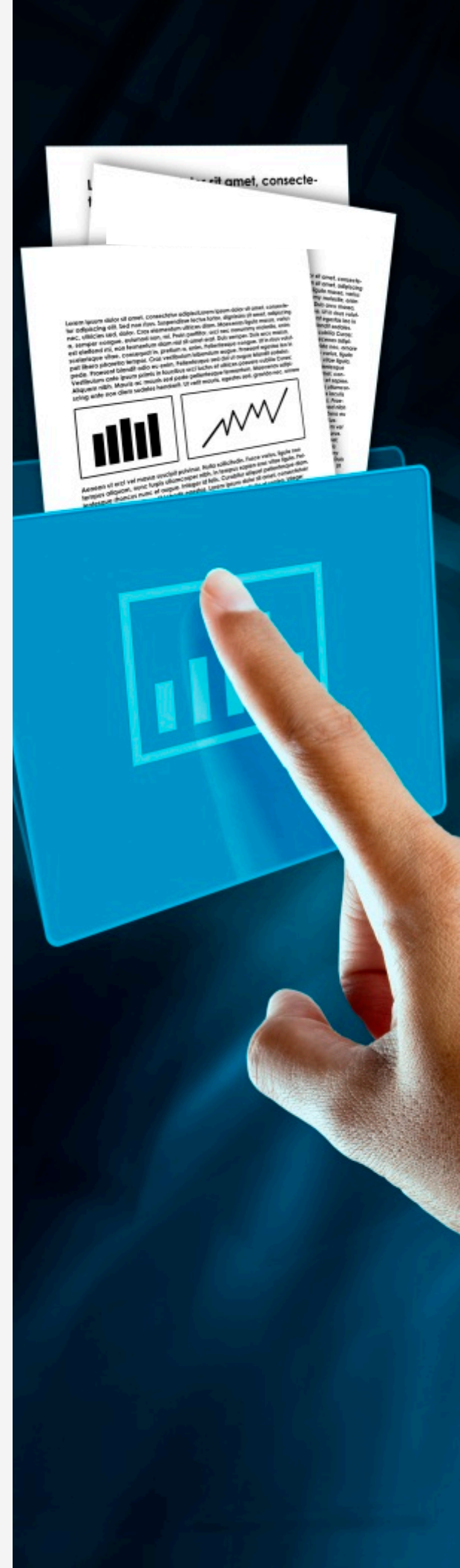- **Support for Large Volumes of Documents**

  Users can import documents in bulk and the solution automatically assigns a document class to each document

- **Language-agnostic Technique**

  Layout and object-based classifications are not affected by the language of each document, OCR quality, or other limitations related to DPI and color depth, thereby providing accurate results, even for documents with poor visual quality

- **Multi-language Capability**

  By leveraging content-based classifier, documents in languages other than English can be classified too, for the document classes trained in the model

Why Newgen Intelligent Document Classifier?

Improved Customer Experience
Classify and group customers' documents seamlessly and enable faster processing of customer service requests to enhance the overall customer experience

Adherence to Regulatory Compliances
Comply with the General Data Protection Regulation (GDPR), Financial Accounting Standards Board (FASB), and various other regulatory bodies. Documents with confidential information, such as personal identifiable information, can be classified and redacted per the defined regulations

Efficient Document Discovery
Manage documents by classifying documents for different use cases like SSC mail room, Health Plan mail room, eDiscovery, Legal Hold etc. Intelligent classification enables users to easily access the target documents, thereby saving time and improving efficiency

Reduced Costs
Separate bundled documents automatically with AI ML technology. It reduces the turnaround time from multiple hours to nil and brings down the cost of human intervention

newgen