

Intelligent Document Processing on Google Cloud



Transform your business transactions

Let's digitalize and structure your information – processes often begin, involve, or end with a document. Deloitte's Intelligent Document Processing on Google Cloud classifies and extracts information from unstructured documents and text. We are increasing operational efficiency, improving customer experience, and unlocking data insight potential.

Getting Value out of Unstructured Data in Today's Business Landscape

An average office worker goes through 10,000 sheets of paper each year – and this certainly highlights a need for change. While 20% of enterprise data is structured and easy to handle, approximately 80% is unstructured, complex to manage, and costly to process. This results in a strong demand for an easy-to-use, scalable solution that can efficiently extract facts, insights, relationships, knowledge graph representations, and predictions from unstructured text



The processing of unstructured data presents a substantial business opportunity. An inability to automatically extract meaningful insights from unstructured data leads to a significant amount of value left untapped.

Deloitte Insights, Analytics and AI-driven enterprises thrive in the Age of With

Value Proposition

Optimized Performance

Improves operational efficiency by extracting structured data from unstructured documents

Data Extraction

Addresses the full document workflow including splitting and classification as well as extraction of relevant information and data fields

Data Compliance

Enhances security and supports compliance posture with streamlined and automated data capture

Improved Insights

Unlocks insights from documents using ML, accelerates and raises the quality of processing to a consistently high level

Improved UX

Enables smoother processing of documents across all stages of the life cycle and accelerated processing time

Specialized AI Model

Covers end-to-end document processing capabilities, from document ingestion to human review, with Google knowledge graph integration

Customer Centricity

Leverages insights to meet customer expectations, improves CSAT, advocacy, lifetime value, and spend

Added Value

Unlocks value to provide a competitive and strategic advantage allowing resources to be repurposed to business critical tasks

Intelligent Document Processing for Financial Services

With our robust and scalable ML-based document processing platform, Deloitte and Google Cloud are driving business transformation across banking, capital markets, and insurance to support data-driven innovation, customer expectations, and security and compliance needs. Applications include:

- Customer-related transactions: Improved processes around opening and management of accounts, credits, and cards.
- ESG asset scoring: Enhanced ESG screening and scoring of asset classes through extraction and collection of relevant data.
- Trade finance: Reduced manual intervention and enhanced trade speed, frequency, and customer experience..

Success Story – Commerzbank: DocAI @ Scale

Deloitte brings unique experience to transforming paper-/test-based business processes at scale.

A notable achievement is our deployment of the first-of-its-kind Google Document AI pipeline at Commerzbank, where we process over 35,000 documents per day.

- ✓ Deployment of the first Google Document AI pipeline at scale
- ✓ Integration of master data/core banking systems for automated identification of customers and target business processes
- ✓ Implementation of best fit classifier approach so that the bank can ensure scalability of incoming documents and further increase the degree of automation
- ✓ Development of customized human-in-the-loop (HITL) interfaces
- ✓ Introduction of new MLOps approach to establish reliable feedback mechanism and ensure enhanced model performance via up-training

Why Deloitte

With Deloitte's Intelligent Document Processing (IDP), organizations can transform business processes by integrating more intelligent technologies to automate targeted document-driven use case opportunities. IDP is an automation accelerator which captures documents before classifying, extracting and verifying data for further processing.

Deloitte combines its extensive Google Cloud DocAI knowledge with strong business expertise. We leverage agile practices to deliver rapid change and mobilize scale delivery pods across cost-effective locations.



Recognized as Google Cloud's Services Industry Solutions Partner of the Year from 2017 to 2021.



A global network of practitioners devoted to the Google Cloud practice with in-depth know-how of creating industry-leading GCP solutions through dedicated global and certified resources.



Deep functional knowledge of client business and products, and of their capabilities and technology.



Named a leader in Gartner's 2020 Magic Quadrant for Public Cloud Infrastructure Professional & Managed Services, Worldwide¹.



Deloitte's reputation for enterprise transformation makes them an ideal teammate for us as we expand our cloud into new industries and with the world's biggest customers.

- Thomas Kurian, CEO, Google Cloud

Start the conversation



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