



Germany's Largest Public Health Insurer Uses ABBYY Recognition Server to Digitise Its Legal Department's Documents

Customer Overview



Name

The AOK Association, Department for Legal and Complaint Related Issues

Location

Berlin, Germany

Industry

Health insurance

Web

www.aok.de
www.aok-bv.de

Challenge

The existing legal management software did not offer an option to perform a full-text search in scanned documents.

Solution

Thanks to integration of ABBYY Recognition Server reference documents can now be searched using key words.

Results

The text contained in scanned documents is fully searchable, which vastly reduces the time spent by employees researching specific cases.

The Department for Legal and Complaint Related Issues at the AOK-Association, which represents the group of Germany's largest public health insurers, relies on ABBYY Recognition Server to manage their legal documentation. The solution has been integrated with the AOK's legal management system "AOK Lecare", enabling the transformation of digitized documents into searchable PDFs. This gives AOK's employees the chance to search through digitally archived files and court judgments using full-text recognition, which makes their work much more efficient.

The Challenge

The Department for Legal and Complaint Related Issues at the AOK-Association, which represents the group of Germany's largest public health insurers, uses their "AOK Lecare" legal management system for digital archiving and processing of various legal files and court judgments. This system also allows users to easily issue legal letters and offers research possibilities across different AOK locations throughout the country. Previously, electronic searching of scanned documents was not possible in AOK's Lecare software and could only be performed manually, which proved inefficient and time-consuming. Consequently, the AOK-Association sought a solution that would extend the existing capabilities of the AOK Lecare system and allow electronic full-text search of their extensive file collection. They determined they would need an OCR solution that would turn document images into searchable electronic documents.

Solution

AOK began to evaluate numerous OCR solutions, among them ABBYY Recognition Server. It was of vital importance that individual passages of scanned documents stored in AOK Lecare could be easily read, quickly found and that passages could be extracted and inserted into correspondence with clients. It quickly became clear that ABBYY solution was the best fit, as its deployment would fulfill all of these requirements.

"The results were definitely in favour of ABBYY, as the recognition rate was the most important criteria for our decision," says Björn Henning, IT expert in the Department for Legal and Complaint Related Issues at AOK. "It is especially impressive that the rate of uncertainly recognised characters was below 3 percent and only occurred in special cases, such as processing of documents containing stamps, seals or signatures."

“Thanks to the integration with our existing workflow and the ease of use, the ABBYY Recognition Server capture solution has become an integral part of our system.”

Björn Henning, IT expert in the Department for Legal and Complaint Related Issues at AOK



After an extensive analysis, AOK began the product testing phase and since 2012, the ABBYY solution has been actively in use. The solution is directly integrated with AOK Lecare. ABBYY Recognition Server conducts full-text recognition, attaches specified metadata and converts an image PDF into a searchable PDF. The digitised document is then sent via the AOK Lecare e-mail connector to an Oracle database and inserted into the relevant case file. This gives AOK’s employees the ability to search through digitally archived files and court judgments using electronic full-text search, which makes their work much more efficient.

ABBYY Recognition Server’s unique feature is that it combines each searchable digital document with detailed metadata, which makes document search and retrieval even quicker. This applies both to already archived files and court judgments as well as to newly arriving legal documents. Deploying Recognition Server with AOK Lecare has transformed operations at AOK, as users can now use a wide variety of search words and terms to quickly find documents they need. Considering that a single legal document can contain upwards of 200 pages, this amounts to a lot of content that is now fully, quickly and easily searchable.

Results

ABBYY Recognition Server has significantly reduced the workload for the 800 employees of the Department for Legal and Complaint Related Issues. Lawyers and complaint clerks can now easily and quickly search older court judgments using various search words. Furthermore, incoming documents sent via post do not have to be processed manually. In most cases, they can be received, scanned and sent to the archiving systems automatically.

“We were looking for a reliable and customisable solution which would complement our existing legal management software and we have been very satisfied with our choice,” explains Henning. “Thanks to the integration with our existing workflow and the ease of use, the ABBYY Recognition Server capture solution has become an integral part of our system,” continues Henning.

ABBYY supported AOK not only during planning and rollout, but also with adapting the solution to the special needs of the internal users. The implementation was carried out swiftly and without any problems. After only a few weeks ABBYY Recognition Server could already be successfully put into operation. Simultaneously, ABBYY developed a tailored interface between the server for document conversion and the existing Lecare legal management software.

Based on positive experience with ABBYY Recognition Server in the Department for Legal and Complaint Related Issues, the AOK Association is convinced that the solution can also be applied in other business areas, such as contract management, in order to significantly increase employees’ efficiency.

About ABBYY

ABBYY is a leading global provider of technologies and solutions that help businesses effectively action information.

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