

# Suva Uses OCR for AnyDoc® to Record All Wage Declarations Accurately and Automatically

## At A Glance

### SUVA

#### Industry

Insurance

#### Customer Profile

Suva is the most important carrier of obligatory accident insurance in Switzerland serving approximately 1.8 million employees at nearly 110,000 companies.

#### Challenge

To accurately capture the wage totals that are subject to premiums, Suva has to process up to 3,000 documents daily.

#### Solution

Thanks to OCR for AnyDoc, Suva can now automatically capture all wage declarations. OCR for AnyDoc has proven itself to be superior to the predecessor product with a 15 to 40 percent greater recognition rate, improved stability and a performance increase of 600 percent.

#### Benefits

- Complete automated data capture eliminates manual data entry errors
- High level of data recognition reduces the need for operator intervention
- Precise post-verification process ensures accurate data is used for the premium calculations
- Flexible total solution accommodates changes to business processes without complex programming
- User-friendly system and reliable support provide low cost of total ownership

Suva is the most important carrier of obligatory accident insurance in Switzerland. With its main office in Lucerne, Suva is an independent company under public law and insures more than 1.8 million employees in approximately 110,000 companies against occupational and non-occupational accidents as well as against work-related illnesses. Prevention, insurance and rehabilitation are the three core business areas of Suva. Its main revenue sources are insurance premiums and returns on capital investments. The company guides itself according to strong service-related values. Suva attends to its customers fairly, competently, courteously and in a result-oriented fashion.

Customer satisfaction and high quality of service are the highest priorities for Suva and its employees. To attain this goal, Suva works according to the model of the European Foundation for Quality Management (EFQM). Suva's commitment to serving its customers is reflected in its organizational structure. A network of agencies with 19 Suva business offices spans across all of Switzerland.

Because Suva needs to capture the wage totals that are subject to premiums, the companies it insures report their wages using pre-printed wage declaration forms or via the Internet. Around 80,000 companies – 75 percent of all customers – prefer to use the paper declaration forms. Each form is always accompanied by an unknown number of attachments. At peak times, around 3,000 wage declaration forms are received in a single day.

#### Fully automatic capturing of wage declaration forms

The paper wage declarations are scanned locally in the regional agencies. The relevant wage information is then automatically captured centrally using OCR for AnyDoc. Recognizing the form content now happens automatically without the need for an employee to perform visual post-processing verification at the monitor. This is possible thanks to the high recognition rate of OCR for AnyDoc. The AnyDoc solution checks, marks and names the documents according to Suva's processing rules. It prepares an image file and an XML file for output to a specially arranged file system. In an hourly cycle, the generated data is forwarded to an Internet application, and a log containing all statistical information is filed in a server database.

OCR for AnyDoc communicates using an XML interface with the special application e-Lohn (e-Wage) specially developed by Suva. FileNet® is used as the archival system. The solution works according to Suva's special processing rules. This means, for example, forms where only a portion of the required numbers was entered are rejected by the system and marked for manual verification. The ability of OCR for AnyDoc to adhere to Suva's strict business processes ensures the high quality and accuracy of the data captured.

#### High Recognition Rate Thanks to OCR for AnyDoc®

The AnyDoc solution completely replaced the previous scanning system provided by a French manufacturer for the capturing of wage declaration forms. Extensive comparison tests during the evaluation phase had uncovered various weaknesses in the French product. Even before fine-tuning, the performance of OCR for AnyDoc was six times better than the existing system. During testing, OCR for AnyDoc also immediately proved superior to the product being used at the time by 15 percent in the case of numbers, and by 40 percent for text. After deciding on AnyDoc, Suva was pleased with the simple and smooth installation and stability of the processes.

Thanks to OCR for AnyDoc, Suva is now capturing nearly all wage declarations automatically. Previously, this was only possible for a small part of the documents.

## Praise for the partner-like collaboration

Hans Lundak, technical project manager for Suva, appreciates the closeness to AnyDoc Software GmbH not only in the geographical sense, but also on a personal level. "The collaboration is very good, which in large part is attributable to the direct communication and flexible attitude of the AnyDoc staff," said Lundak. The software development specialist would decide on the AnyDoc solution again without hesitation. He continued, "Thanks to the customer-friendly license model and the openness of the system, we're optimally equipped for the future."

Technical project manager Philipp Muff says, "after AnyDoc introduced us to the solution at the Orbit IT Trade Show and overwhelmed us with the high recognition rate, we carried out the installation that fall. The solution worked very well right away. Since our scanners initially supplied very different results, a few adjustments were necessary in the first phase. This support was always carried out quickly and very competently. We are 100 percent satisfied by AnyDoc as a company and OCR for AnyDoc as a product and today are still very happy about the excellent collaboration. We are confident that additional departments will convert to the AnyDoc Software solution in the near future."

## What can we do for you?

Want to learn how AnyDoc Software can impact your organization?

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