

Boosting AI-based Email Automation with IDA Recognition



Golem.ai, a French software vendor, enhanced its automated email processing solution “InboxCare” by integrating PLANET AI’s IDA Recognition. This integration improved OCR accuracy to over 95% and automated more than 99% of end customer workflows, even for challenging document types like handwritten content. The collaboration showcases the successful fusion of advanced AI technologies to achieve exceptional efficiency and accuracy in high-volume document processing.

“IDA both increased the quality of our results and enabled us to process new types of documents, including handwritten content. When integrated with GPUs, PLANET AI’s IDA can process a vast number of documents using minimal hardware. This efficiency allows Golem.ai to process millions of documents while adhering to its commitment to frugality.” [Killian Vermersch, CEO Golem.ai](#)

THE CLIENT

Golem.ai, a French software vendor, offers automated email processing through its SaaS solution, InboxCare. This solution utilizes their proprietary technology to analyze emails and attachments, automating tasks such as categorization, data extraction, and drafting responses. Golem.ai caters to sectors including insurance, logistics, retail, and defense.

THE CHALLENGE

InboxCare, Golem.ai’s software product, specializes in processing incoming emails by categorizing them, extracting key information, and even automating responses in

OUTCOMES ACHIEVED

>95%

OCR accuracy out of the box for machine-print and handwriting

>99%

of Golem.ai’s customer flow processing automated

high-volume or high-value incoming flows. The product utilizes an OCR engine to process attachments like PDFs, scans, and images. Accurate transcriptions are vital, as they form the foundation for subsequent natural language processing (NLP) tasks.

Before implementing IDA Recognition, Golem.ai struggled with **insufficient OCR results**, especially with handwritten documents and poor-quality scans. This compromised the input quality for their NLP automation engine, leading to less accurate message processing and weakening their value proposition.

THE SOLUTION

PLANET AI's OCR and ICR engine, IDA Recognition, **outperformed 20 competitors**, distinguishing itself with its unmatched out-of-the-box accuracy. It increased Golem.ai's **customers' workflow automation from 95% to over 99% while halving processing time**. This achievement is attributed to PLANET AI's patented [PerceptionMatrix](#) capability, which preserves all possible transcriptions of a given text without any loss of information.



Despite difficult document scenarios such as handwriting, rotated or bad-quality machine-printed scans, and mixed fonts, IDA Recognition delivers groundbreaking accuracy. This enabled Golem.ai to **expand their value proposition** by reliably processing new types of documents, including handwritten content.



Golem.ai integrated IDA Recognition into their solution via gRPC API, taking less than a day to set up for testing and **less than a month to go live**. They also benefited from IDA's ability to process a vast number of documents using minimal hardware. This allows Golem.ai to adhere to their commitment to frugality.



Anne-Sophie Tanguy, the Staff Engineer in charge of Golem.ai's OCR efforts, says: *"IDA has proved to be a reliable technology. In the past two years, we have used the solution in heavy production cases, and we can count on one hand the issues we've had. Their team has always been responsive to help when a question or problem arose."*



PLANET AI offers market-leading OCR accuracy with IDA Recognition

Download the benchmark analysis across leading commercial and open-source OCR solutions, such as Microsoft Azure, Tesseract, and many more.

[Download here](#)

ABOUT PLANET AI

PLANET AI is a research-driven company dedicated to developing software products with human-inspired cognitive capabilities for information processing and understanding. By utilizing proprietary deep learning technology, PLANET AI empowers organizations to unlock information trapped in documents, seize digitization opportunities, and eliminate manual effort for data capture. The Intelligent Document Analysis software suite offers comprehensive capabilities for customers with the common desire for short time-to-value automation and high-quality data capture, extraction, and understanding.

PLANET AI serves a variety of customers that include Fortune 500 companies, scanning service providers, as well as software vendors in business process automation and content management. Since its beginnings in 1992, PLANET AI has established itself as a global technology leader in cognitive computing. In 2023, German IT provider Bechtle acquired a majority share of PLANET AI.