From 50% to 91% Automation:
How a Scanning Service Provider Eliminated Rule-Based Classification

OVERVIEW

Picture this: Thousands of patient records hit your desk every day. Every page needs to be recognized, classified, and archived. Your current system barely handles half automatically. The rest is manual rework destroying your margins.

That's exactly where a leading healthcare scanning provider found themselves. Processing a billion pages annually, they needed intelligent automation, not a system demanding constant rule updates.

THE STARTING POINT

With over 50 years of experience digitizing healthcare records, government documents, and corporate archives, our client processes a billion pages annually.

The challenges:
Their rule-based system achieved **only 50% automation rate[1]** across over 150 document classes. Initial setup alone took 240 days. Every regulatory change meant rewriting rules, testing, and—worst case—starting from scratch.

When the German Clinical Document Classification List (KDL) was introduced, the number of classes doubled to over 300. The result: **manual corrections slowed business growth while competitors got faster.**

The real problem wasn't document volume, it was **inflexibility**. New document types meant months of rule programming. With over 300 classes, that would have become a maintenance nightmare.

[1] Automatisierungsrate = Anteil der Dokumente, die ohne manuelle Nachbearbeitung korrekt klassifiziert werden

THE SOLUTION: IDA ELIMINATES RULE CHAOS

Our client tested IDA in a real environment—with actual records and their real-world challenges. What became immediately clear: IDA works fundamentally differently.

Examples over rules
Initial setup time dropped from 240 days to under three. Instead of defining complex rules, you simply show IDA examples of each document class. Few-shot learning does the rest. No more rule maintenance when things change.

Automation out of the box
IDA hit 91% automation right in the evaluation phase. Even with complex healthcare documents, the false positive rate stays under 1%.

Full data control with on-premises deployment
Sensitive patient records stay on the client's servers. Complete data control remains where it belongs—with the scanning provider.

From bottleneck to scale
Instead of being stuck in maintenance loops, the client now processes more projects in the same timeframe. Resources that used to go into system maintenance now flow into new contracts.

RESULTS THAT MATTER

91% automation rate
Nine out of ten documents land in the right archive automatically. Staff only review exceptions.

80% less time on manual corrections
A team that previously spent ten hours daily re-sorting documents now needs two. The remaining hours? Productive work on new projects.

Under 1% false positives
Virtually no unnecessary manual reviews. What the system flags as "confident" is actually correct. That saves time and maintains trust in automation.

From 240 to three days setup
New regulatory requirements go live in a week instead of eight months. That's the difference between market leader and follower.

OUTLOOK

The next challenge: splitting 100-page PDFs into individual documents. Currently solved with separator sheets and manual work. Our client plans to deploy IDA's **automatic document separation.** IDA recognizes automatically where one document ends and the next begins.

Ready to automate?

Show us your most challenging documents.
Schedule your exclusive IDA demo today.

Book now

ABOUT PLANET AI

PLANET AI pioneers automation for document-driven business processes using German AI technology. Its core solutions include IDA for high-precision document capture and JAIDE, an AI assistant. Together, they ensure end-to-end data quality from initial capture through decision-making. Since 2023, PLANET AI has been part of Bechtle AG's portfolio and serves scanning service providers, software manufacturers, and document-intensive industries ranging from insurance and banking to public administration. The solutions combine modular architecture and flexible deployment models with strict adherence to European data protection standards. Founded in Rostock in 2015, PLANET AI employs around 60 professionals.