

In its first digitization project with DocuWare, HVVG transformed their invoice processing, eliminated errors like duplicate invoices, and accelerated their output tremendously. The AI tools, which are currently used to read the documents, are planned to be used for future projects to help separate and classify documents, improving automation rates even more.



Gereon Steinkuhl, Project Manager at HVVG
- a german company that manages a network of assisted living and nursing home facilities -
relies on DocuWare's AI-based Intelligent Document Processing features to increase the company's operational efficiency using digitization:



"With DocuWare, we bet on the right horse. The fact that it's both simple to use and still offers a broad palette of options make the system so attractive. For our company this has translated to a huge time savings, reduced costs, and a boost in both quality and transparency."



- Location:** Germany
- Industry:** Healthcare
(Social Services)
- Deployment:** Cloud
- Department:** Accounting, Operations,
Home Care Management,
Human Resources,
Quality Management,
Project Management
- Integration:** Simba Accounting

HVVG Heimverwaltungs- und Vermietungsgesellschaft mbH manages a network of assisted living and nursing home facilities. They are now saving a lot of time and money thanks to digitization across their organization. Within a few months, HVVG's project with DocuWare that incorporates AI-based Intelligent Document Processing has significantly increased their administration's efficiency.

Over the past decades, HVVG has grown to include 24 facilities that feature both inpatient and outpatient care with administrative offices near Hamburg, Germany. In May 2023, they kicked off their digitization project. This started with analyzing their business processes, which were disparate and widely scattered across locations. This included time-consuming paper mail and delivery routes, high paper consumption, and plenty of tedious sorting, copying, filing, archiving and searches. For example, the incoming invoices were first processed at different locations and then centrally archived in duplicate. The collected audited invoices were sent by mail to HVVG headquarters weekly, where the data was then manually recorded by the accounting department.

"We have achieved a time savings of 60 to 70 percent in invoice processing. Each invoice now takes under 10 minutes to process instead of the nearly 30 minutes it used to take."

Project manager Gereon Steinkuhl recognized the efficiency potential that could be reached with a DMS. They began looking for a solution. The DMS procurement was based on four main criteria. First, the system had to be robust enough to cover all areas of their imagined digitization. Equally important was ease of use, since 3,600 people are employed at various locations and everyone - including the nursing staff in the facilities - should be able to easily navigate it. Integrations with existing systems were also key to help avoid as much manual intervention as possible. Finally, the expertise of the implementation Partner was thoroughly evaluated and weighed into the decision.

Making work easier through AI

DocuWare Cloud met these criteria best. HVVG's implementation Partner was particularly impressed by the fact that a lot of manual activities can be avoided by integrating AI-controlled Intelligent Document Processing (IDP). DocuWare's IDP functions play an important role in their core digitization initiative, invoice processing, but are also of great importance in other areas such as human resources and quality management.

"AI-based Intelligent Document Processing recognizes the invoice number even if it is in the middle of text, which might be the case when we get a random invoice from someone who recently provided entertainment at a nursing home."

At the end of May 2024, DocuWare was implemented to handle incoming invoices. Two facilities per week were digitized until the entire conversion of the network was completed in October 2024. Invoices and accompanying documents, such as delivery notes, are now received at a local company, but then immediately scanned or forwarded directly by email to central mailboxes set up for invoices and accompanying documents. When the documents are subsequently read, indexing is handled by IDP. The AI does not require a traditional learning process, but automatically recognizes the relevant content, such as the invoice number and date or the supplier's name and vendor number. Subsequent adjustments are rarely necessary due to the high recognition rate of over 94%.

"We've found that our company's reputation has even gotten a boost. For example, job advertisements now feature that we work with the latest technology like an AI-supported DMS."

The invoice process is optimized from the very start with IDP. After doing a match check of the company address and any redundant records, the indexed invoice goes through a second approval on site by each facility's management as part of the workflow. Certain types of invoices are

flagged for management review with an automatic comparison with accounts payable - the workflow even contains an additional approval loop for this step. The posting record created in the DMS is transferred directly into their Simba accounting system for payment.

This highly automated process and use of AI, significantly reduces manual intervention resulting in an enormous time savings of almost 70 percent for invoice processing. Early payment discounts are now also consistent. The high level of employee adoption of DocuWare IDP for this first digitization project has paved the way for their next phase of DMS projects, such as creating digital personnel files and digital QM manuals.



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