How to Convert IDs into Cars and Cash: Kuwait's Expertise

Customer Overview

Name

Private holding group

Location

Kuwait

Industry

Service Providers

Challenge

Automate ID processing in Arabic and English.

Solution

ABBYY FineReader® Engine

Results

- Automatic processing of over 400,000 IDs per year;
- Expanded car rental and currency exchange network;
- Maximum efficiency and accuracy

Due to antiquated and legacy security systems, inefficient way of processing identity documents, combined with an unfortunate rise in international crime, in 2012 the Kuwait Government issued new smart Civil ID cards and expanded their field of application. Director-General of the Public Authority for Civil Information Musa'ed Al-Asousi specified that the card is to be used for personal identification, technical and security purposes. Companies and organizations had to adapt to the increased need to process ID documents and keep up with the growing workflow. Thanks to the innovation today citizens use the smart ID cards to travel, exchange money, register at hospitals, perform banking operations etc. A private holding group — one of the leading car rental and currency exchange service providers in Kuwait — also faced the challenge to cope with the ever growing number of client's requests.

Challenge

The State of Kuwait is characterized by a large number of expats, high mobility of its citizens and continuous community growth. Car rental and currency exchange offices have to process various types of identity documents, including IDs issued in the Gulf countries as well as international passports in different layouts and languages (e.g. Arabic, English).

Manual retyping of personal data at a rate of 30,000 scans of IDs per month posed a risk of inaccurate data. The workflow was too complicated, inefficient and costly (e.g. documents were shipped from local offices to the central processing point), requiring excessive hardware and human resources.

In order to overcome the above mentioned issues and maintain fast customer service the holding group initiated automation of ID processing.

Solution

The project was conducted by NVSSoft — a trusted UAE-based provider of multilingual information management solutions for the Middle East. The holding group commissioned the upgrade of their ID processing workflow to the system integrator due to their successful experience with the similar projects in Kuwait, positive feedback from their customers and deep expertise of Arabic technologies.

The team created an integrated customized web solution for the ID capture process based on NVSSoft ArcMate Data Center Document Management System, Oracle® Database and ABBYY Arabic OCR engine. "The main reason for us to go with ABBYY was recognition quality" explained Hani Kadah, Product Manager, NVSSoft.

The environment is meant to decentralize and speed up the document capture process, while maintaining strict quality control. The whole process is organized the following way:

- In local sales offices operators scan customers' IDs and forms using remote scanning stations distributed in sales' outlets.

- The scanned documents are imported directly into the electronic archive.

- With the help of ABBYY OCR and data capture technology the operators initiate automatic extraction of the necessary data from the scanned IDs and forms in English and Arabic with the highest accuracy of the information.

- Thanks to the seamless architecture of the solution, the extracted data are directly exported into NVSSoft ArcMate Data Center and Oracle Database for further processing, analysis and storage.

Thus the system integrator's team has managed to create fully almost fully automated ID processing workflow, which has significantly eased and fastened customers' care.

"The project is functionally operational now, with progressive deployments on new sites. The customer appreciated lots of time and cost savings by de-centralizing the document capturing process, while maintaining strict quality control."

Hani Kadah, Product Manager, NVSSoft

About ABBYY

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

Results

The project started with processing 400,000 IDs per year; since then, the increased efficiency, saved costs and human resources have allowed the holding group to expand car rental and currency exchange network. The simple API and flexible architecture of ABBYY FineReader Engine have provided seamless integration into the customer's environment and for easy data processing and analysis.

ABBYY Arabic OCR solution has been providing fully automatic, instant, precise capture of ID number, full name, date of birth, nationality, expiry date and other necessary information, thus making services more attractive and valuable for the end user.

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