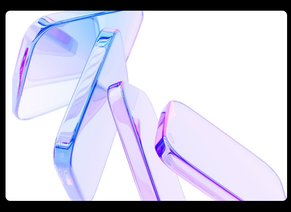
EMERGYS

RE-IMAGINING DOCUMENT PROCESSING

WITH GEN AI AND IT SERVICE MANAGEMENT PLATFORMS



WHY IT MATTERS

30% of knowledge workers spend significant portion of their time searching for or re-entering data. This inefficiency, cited by Forrester and the CDP Institute, hinders productivity by diverting employees from higher-value tasks to repetitive administrative work.

THE PROBLEM: MANUAL DOCUMENT PROCESSING

High Operational Overhead
Time lost on reviews, data entry, tracking.

Inconsistent Data Entry
Errors, duplicates, missing info.

Audit & Compliance Gaps
Risk of penalties.

Lack of Standardization
Varied formats, compliance issues.

Poor Visibility
Hard to track approvals, deadlines.

THE SOLUTION IN ACTION WITH ITSM PLATFORM

Key Capabilities

1. Auto-extract & understand unstructured content
2. Context-aware summarization
3. Smart workflow integration in ServiceNow
4. Signature validation
5. Scalable & self-learning

STEP 01 Upload documents

STEP 02 Extract information (OCR)

STEP 03 Route for approval

STEP 04 Enable intelligent search and chatbot

STEP 05 Auto-create records on Native Platforms

Step-by-Step Workflow

MEASURABLE IMPACT

60% Reduction in contract processing time

40% Fewer data entry errors

25% Increase in team productivity

20% Lower compliance Risk

Reduction in contract processing time

WHO BENEFITS

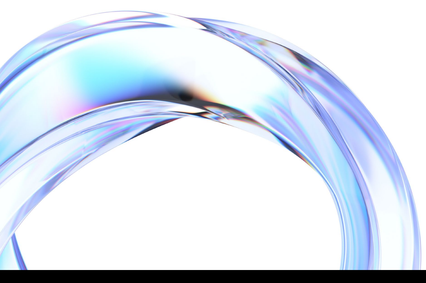
Procurement: Automating POs, contracts.

HR: Managing employee docs, onboarding kits.

Legal: Reviewing contracts, flagging issues.

Finance: Processing invoices, compliance docs.

Note: *End Users, Admins, Managers – Faster workflows, better visibility.*



SCALABILITY ADVANCEMENT

» Centralized dashboard view.

» No scattered info in emails/drives.

» Eliminates dependency on individuals.

» Ready for growth in volume & complexity.

GenAI + ITSM Platforms ▶ Intelligent automation, actionable insights, enhanced compliance, reduced costs, & a better employee experience.

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