

SUCCESS STORY – TELEKOM

Drastically shortened turnaround times with the Telekom employee app increased satisfaction

About Telekom



Industry Technology	Company size Around 89,000 employees in German locations	Availability iOS/Android	Development platform Native
Product Data Capture SDK	Use case Internal employee app for the transmission of documents such as certificates of incapacity for work and receipts for cash expenses		

Goal

Deutsche Telekom wanted to enable its employees to digitally transfer documents such as receipts or certificates of incapacity for work within the internal employee app.

Challenge

To read information from complex documents, the app needed to integrate both mobile scanning and data extraction functionalities. In addition, automated backend processing would only work reliably on high-resolution scans. Therefore, a precise scanning tool with integrated data extraction was the perfect fit for this use case.

Solution

With the Scanbot SDK, Deutsche Telekom incorporated a versatile scanner with integrated data extraction functionality into its employee app. This enabled a fully digital document transfer workflow that drastically reduced processing time while increasing employee satisfaction and efficiency.

Key results



**Data extraction from
complex documents**



**Perfect scanning
results**



**Smooth & fast
integration**

Deutsche Telekom faced the following challenge

The nearly 90,000 employees generate vast volumes of paper documents every day that need to be sent to central administration. A key problem arose with two specific document types: The German certificate of incapacity for work ("AU" certificate) and receipts for cash expenses. These had to be physically mailed to a scanning center for digitization. As a result, processing often took several days and created an enormous workload for all employees involved.

Due to the delays inherent in the process, it was costly, extremely time-consuming, and caused employee frustration.

Goal – internal, digital transfer of documents in the Telekom MitarbeiterApp

Deutsche Telekom wanted to offer all employees a simplified workflow for submitting medical certificates and cash receipts. This required a digitization tool that is easily accessible to all employees. Simply having employees take photos of the documents with their mobile devices to transmit them digitally, however, did not produce suitable scans. High scan quality is crucial for back-office employees because modern approaches, such as automatic processing of documents in the backend, demand excellent image quality.

“We rely heavily on this solution, and the Scanbot SDK team has been a trusted partner since day one.

- Patrick Krämer
Product Owner MitarbeiterApp, Deutsche Telekom



The main goal was an entirely digital transmission of medical certificates and cash receipts. As opposed to mailing, this only takes seconds and produces top image quality. By enabling their employees to digitize their documents themselves, Deutsche Telekom wanted to speed up processing in the back-office. This would guarantee timely reimbursement of cash expenses and spare sick employees the effort of sending their documents by post. Accordingly, the focus was on integrating an easy-to-use scanning and data extraction function into the existing internal MitarbeiterApp. It needed to deliver high-quality results for processing and be equally compatible with both iOS and Android.

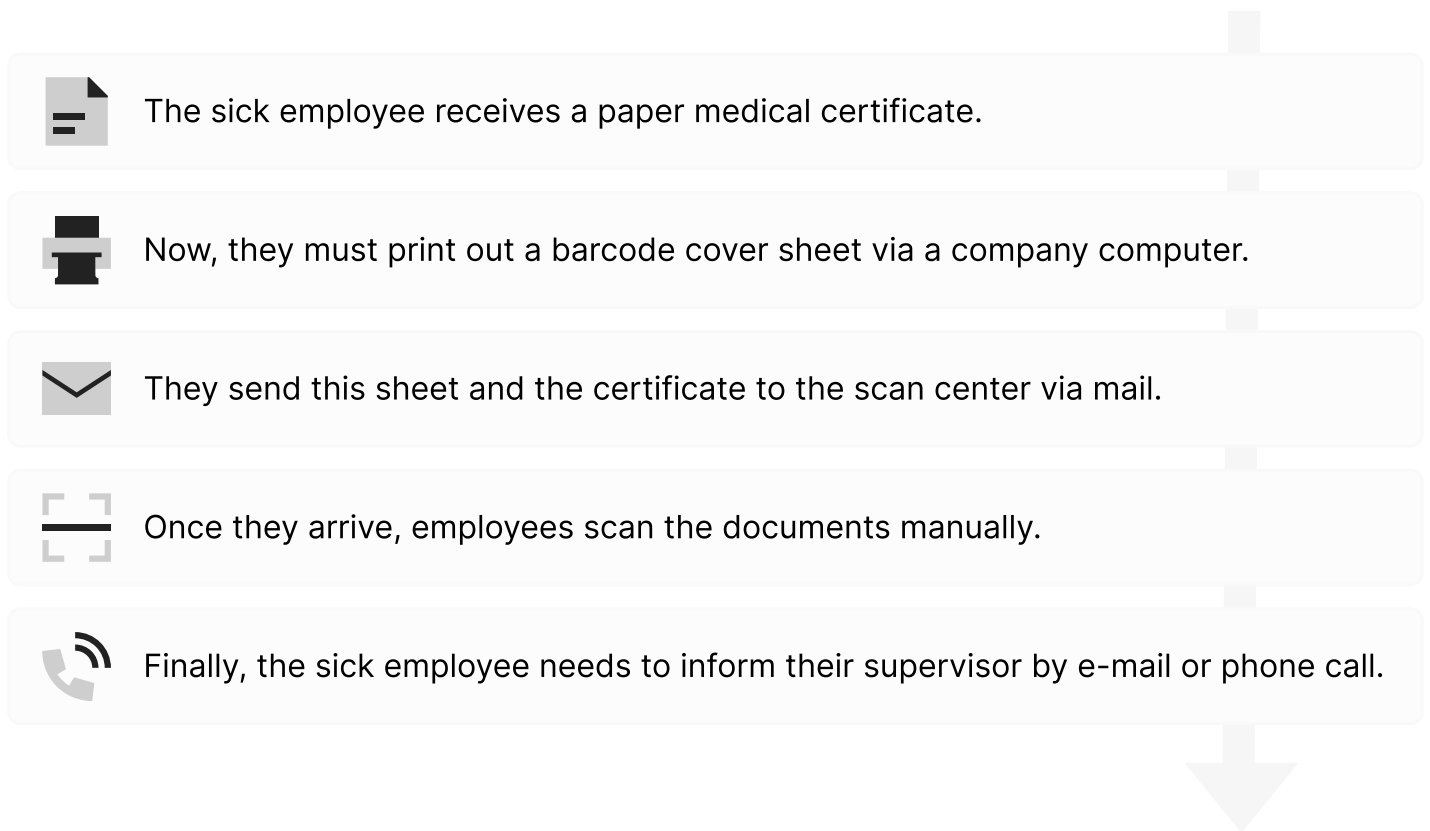
The Scanbot SDK was the optimal solution here. Its versatile functions for scanning and extracting data from documents deliver first-class quality, ease of use, and maximum data protection. Based on years of experience working with companies from various industries, our team of experts has gained extensive insight into the best practices and requirements of document digitization. Developers can integrate the components within a few business days, and easily adapt the user interface to the corporate design. Due to the delays inherent in the process, it was costly, extremely time-consuming, and caused employee frustration.

Direct comparison – Deutsche Telekom's document workflow before and after integration of the Scanbot SDK

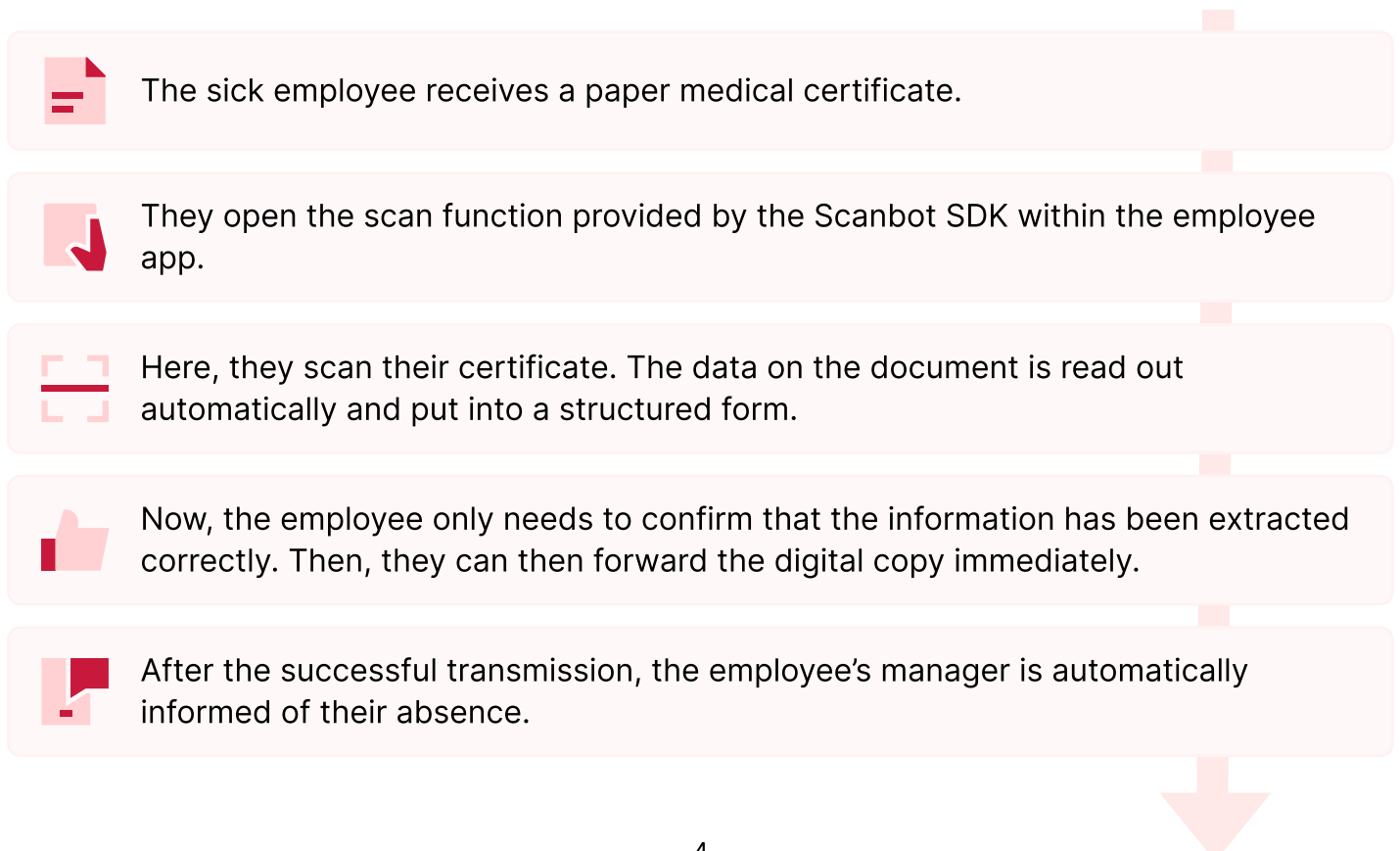
Let's now look at the original document capture workflows to gain a more accurate understanding of Deutsche Telekom's requirements. The optimized workflow after the integration of the Scanbot SDK is given below for comparison.

Transfer of certificates of incapacity for work in case of illness

The former process

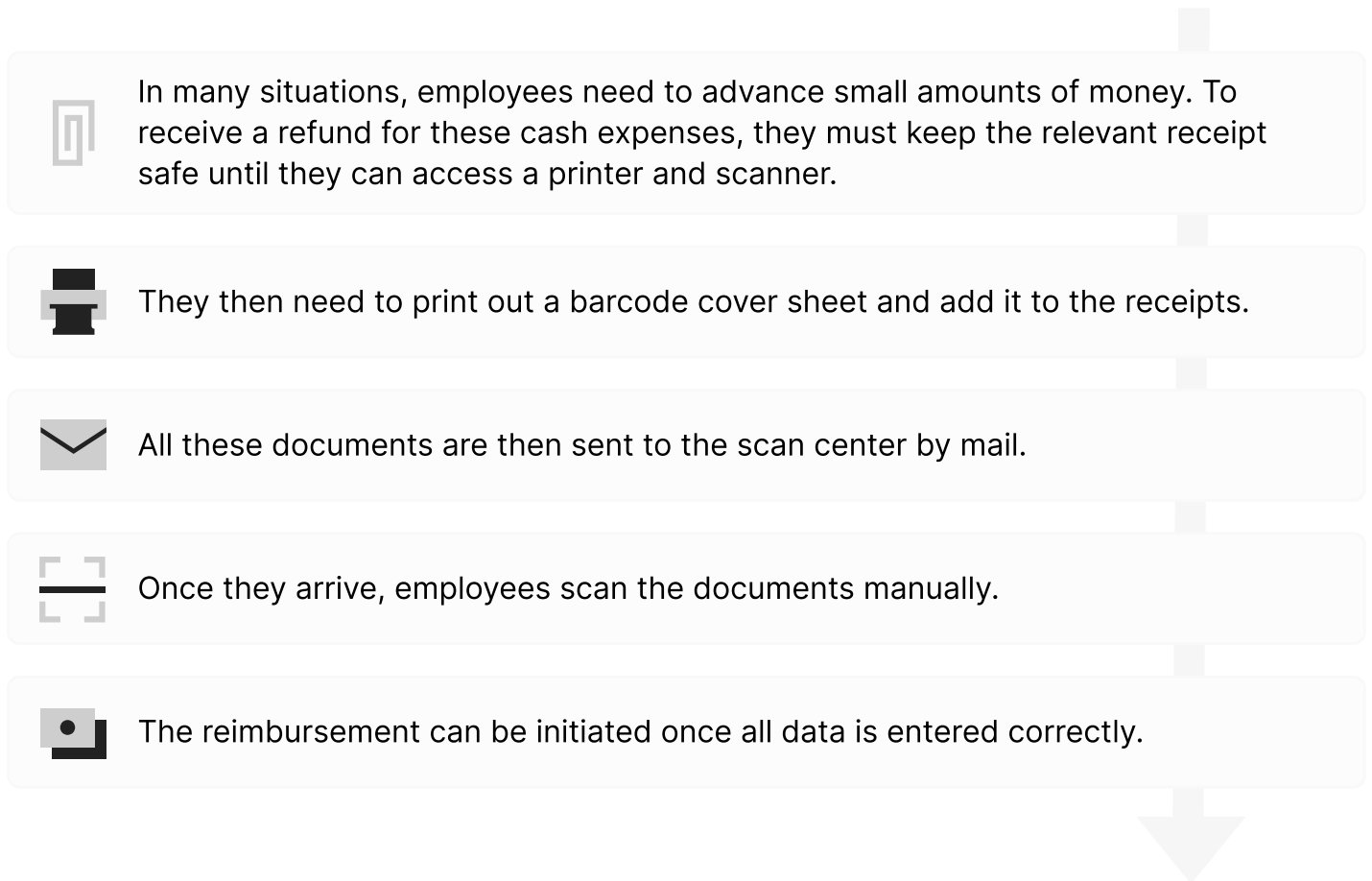


The process with Scanbot

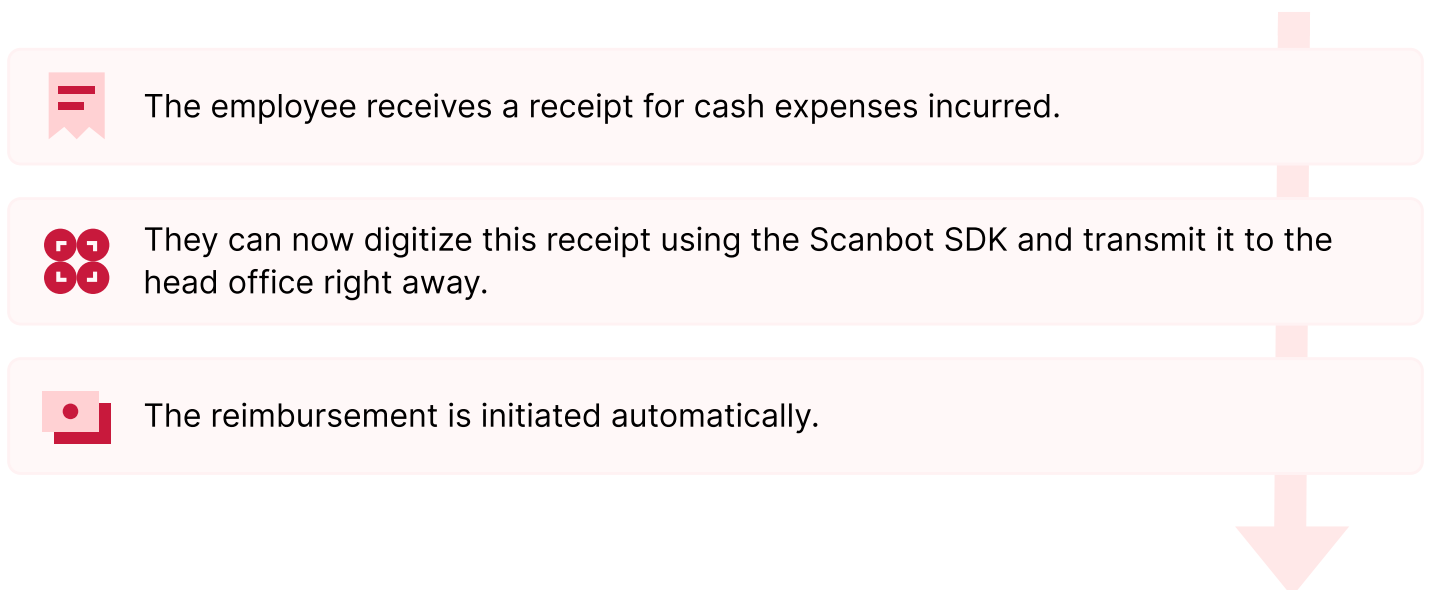


Submitting receipts for reimbursement of cash expenses

The former process



The process with Scanbot



Benefits of the Scanbot SDK

Workflow optimization through mobile scanning

Sending the documents by mail was the biggest sink of time and effort in the process. Processing usually required several days, since just delivering the documents to the scan center already took at least one business day.

Thanks to smart user guidance, data extraction from German AU certificates, auto-crop, auto-rotate, and image-enhancing functionalities, the Scanbot SDK integrated inside Telekom's mobile app delivers flawless results perfectly suited for manual and automatic further processing. Due to the fast digital transfer of the documents, Deutsche Telekom cut turnaround time drastically.

By integrating the Scanbot SDK, Deutsche Telekom benefits from the following results:

- Cost savings
- Less time spent on administrative and back-office tasks
- Enhanced employee experience
- Increased precision in document processing

In addition, other exciting areas of application for the Scanbot SDK in the employee app are continuously emerging, benefiting both employees and employers.

Scanbot SDKs Vision und Mission

Our initial goal for the Scanbot SDK was for it to read any text-based information via mobile devices – today, this has become a reality. The easy-to-integrate software creates virtually endless possibilities to streamline and facilitate processes for companies, employees, and customers alike, whether in document management, onboarding, sales, or HR.

We now build computer vision algorithms and machine learning models that understand all kinds of different document types. Our efforts open up even more possibilities for automated workflows that connect and process data in real time.

At the same time, we want to protect users' personal data, which is why we opted for on-device intelligence. Scan results are encrypted before transmission to keep them safe from any outside attacks. To guarantee maximum privacy, no data is ever sent to Scanbot SDK's or any other server.



Trusted by 250+ enterprises globally ↘



Ready to explore synergies?

Our solution experts are happy to assist with your questions about functionality, integration and best practices.

