

# **inSTREAM**

Intelligent Document Processing



Invoices



Orders



Compliance  
Documents



Correspondence &  
Unique Document  
Solutions





# What is the inSTREAM difference?

The inSTREAM platform is a highly developed and capable AI-driven, Intelligent Document Processing (IDP) platform.

It has been specifically developed to support business critical automation use cases ranging from invoice & expense processing, freight document management, high-volume post-room functions, paper digitisation and much more besides.

inSTREAM is a secure, highly-available cloud-based platform that scales from low to extremely high (millions of documents) without compromise. inSTREAM has a remarkable track record of longevity, reliability and continual development that makes it a proven, reliable partner to global enterprises and public bodies alike.

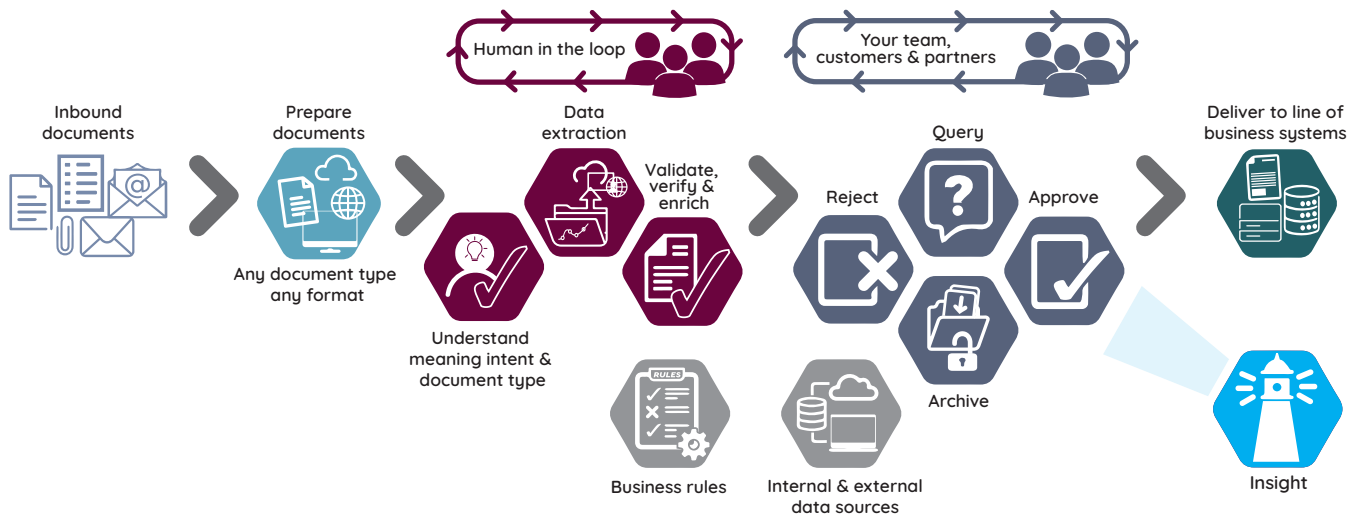
inSTREAM uses a variety of image handling, machine learning, AI and workflow technologies to optimally extract information from documents, route through your business processes and offboard to your key business systems such as finance / CRM / ERP system. High levels of automation and reductions in Average Handling Time (AHT) are achieved within a framework of strong governance and audit transparency.

Our people are a big part of your process automation journey. The inSTREAM team has amassed 183 years of experience supporting our customers document automation. Their advice is invaluable to our customers.

**“The real differentiator for me is inSTREAM’s ability to deal with a hugely complex environment. Because of inSTREAM we can deal with thousands of travel documents, from every country in every language.”**

Chief Financial Officer, Kuoni

# Documents journey through inSTREAM



## The inSTREAM philosophy

inSTREAM achieves high levels of data extraction accuracy and automation through a unique partnership of human and technology. inSTREAM uses AI technologies such as machine learning to learn how to extract information from documents. At all times, this process is governed by humans who teach and coach the AI to understand how to read a document. Of course, the platform assists the human and as confidence grows, the platform takes over the processing (automation). This approach delivers strong but safe automation where the risk of AI hallucination (where AI 'makes-up' the answer) is eliminated. Furthermore, there are no secrets – no mysterious AI 'black-boxes'. Each step in the inSTREAM processes is clearly auditable and justifiable.

The human-technology partnership extends to the way in which we deal with our customers and partners. Our team want to engage with your team to deliver safe and effective automation.

**“It has been a very successful implementation, and the team are very happy with the solution.”**

Head of Finance, Dublin Port

## Our commitment to compliance is your reassurance

Celaton is an ISO27001:2013 certified organisation, ensuring your data is protected. We achieved certification by developing and implementing a comprehensive Information Security management System (ISMS). Also, full visibility of processes enables organisations putting their trust in inSTREAM to be fully GDPR compliant.



# Integration

inSTREAM handles the complex tasks of onboarding, preparing, understanding, extracting information, validating and offboarding to your business systems. All this happens in the context of your end-2-end business processes – so inSTREAM will check with your systems, using them to give context and to validate – then passing on processed documents, extracted key information and reporting metrics. So flexible is the platform that inSTREAM can respond to changes in status from your other business systems whilst sharing it's own status changes, a crucial element in fast-moving environments such as freight and logistics.

inSTREAM supports integration via a wide range of technologies and works with a wide variety of finance and CRM systems such as Microsoft Dynamics 365, Integra, Oracle, Epicor, Zoho, Sage to name just some.

## Giving visibility to finance leaders

inSTREAM is implemented with dashboards and reporting that reflect your organisational structure and workflow. These dashboards typically show operational performance, such as document flows and supplier performance, highlighting where supplier submissions fail automation checks due to missing information or validation errors. Dashboards facilitate forensic investigation of performance through drill-down. Clear and reliable metrics make it possible to make operational improvements and strengthen stakeholder management.



**“Celaton have been open to discussions about our needs and have helped us improve our processes and reduce errors.”**

Head of Transaction Services, Somerset NHS Foundation Trust

Real-time notifications are used where appropriate to prompt corrective action, for example when a document fails validation or key data is missing. This means that your team acts on problems rather than hunting for them.



# Understanding the business case

The benefits of inSTREAM over manual document processes are clear. Each £1 of outlay can save £8-10 cash or release 14 minutes of staff capacity. However, you might find that inSTREAM offers surprising benefits over existing automated and semi-automated systems.



**Reduction in Average Handling Time (AHT) up to 75%**

Releases **major savings** in time or cash whilst minimising reputational risk from unguarded AI  
Timely execution **improves** stakeholder perception

**Safe, touchless, automation** (Straight Through Processing) in the range of **50-100%** depending on process and business guardrails

**Improved stakeholder relations** and reduction in reputational risk

**Release staff capacity** to higher value tasks

**High accuracy** data extraction and reduced human dependency leading to a **reduction in errors** and fraud

SLA governed managed service means the inSTREAM team carry the 'IT' load and our Human-in-the-loop (HITL) service means that we can turn a business process into a **safely governed** 'black box'

**Minimal distraction** for your IT teams

**Reduced** management noise

**Reduce the 'Accuracy Gap' risk.** Use expert HITL so your team don't have to retain these 'edge' case skills

**Improved** and timely metrics

**Improved** management decision making  
Transparency **supports** audit and **enhances** organisational reputation

**"Celaton has established a strong track record with us. Their solutions and expertise represent excellent value for money and return on investment and they tick all of the boxes in terms of functionality, technical excellence and support."**

Chief Financial Officer, Currys

## Put inSTREAM to the test.

Our team will be happy to assess your requirements and help develop the business case.

**Delivering Intelligent Document Processing to end-to-end business processes as a service to organisations such as:**



“We have a lot more time to spend on adding value to our relationships which is improving our customer growth and retention. We have seen a significant increase in our client portfolio this year which would not have been manageable without the introduction of inSTREAM.”

Sybron, Sales & Marketing Director



**Book your demo today**

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