

SmartDoc Assistant: Robotic Process Automation

“SmartDoc Assistant” extracts key data from handwritten and printed Chinese and English documents, understands layouts, performs entity extraction, classification, fraud detection, and integrates seamlessly with RPA workflows. The platform transforms unstructured content into reliable data, significantly reducing manual input and approval time, increasing accuracy and compliance, accelerating applications, approvals, and risk management so that users can focus on strategic, high-value tasks.

Industry Challenges

- High reliance on manual data entry leads to errors and inefficiencies
- Handwritten and printed documents are difficult to digitise accurately
- Fraud and compliance risks remain difficult to detect in large volumes of data
- Disconnected systems and processes increase operational costs

Major Benefits

- Manage all documents on one platform from intake to approval clearly and efficiently
- Minimise errors and manual rework, reducing staff burden, speed up applications and approvals
- Ensure compliance with full audit trails for every step

Application Areas

- **Finance and insurance:** applications, claims, and ID verification
- **Healthcare and public services:** records, forms, and certificates
- **Logistics and trade:** invoices, shipping docs, and reconciliation
- **Back office:** automate routine document workflows and reduce errors

Collaborator(s)

Banking and insurance companies, HKSAR Government departments, healthcare, logistics and trading industry

Award(s)

International Exhibition of Inventions Geneva,
Asia FinTech Award



This platform transforms handwritten and printed documents into trusted, structured data, while detecting fraud, and driving RPA workflows for faster, smarter operations



智能文件小助手： 自动化机器人

“智能文件小助手”能从中英文手写与印刷文件中撷取关键数据，进行版面理解、分类、诈骗侦测并接驳 RPA 自动化流程，将零散内容转化为可靠结构化数据方案。此方案大幅减少人手输入与审批时间，提升准确性及合规性，加快申请、批核及风险管理，帮助企业实现高效营运。

业界挑战

- 高度依赖人工输入，易导致错误及效率低下
- 手写与印刷文件数据化困难且准确性不足
- 面对大批量数据，诈骗及合规风险侦测不易
- 系统和流程缺乏整合，增大营运成本

技术优势

- 一个平台处理所有文件，从收件、识别到审批，一目了然，方便管理
- 减少人工输入和重复核对，加快申请及批核流程
- 自动纪录每一步操作，方便追踪与问责，符合内部及监管要求

应用范畴

- **金融及保险**：处理申请表、理赔文件及身份核实，提升效率
- **医疗及公共服务**：整理病历、表格及证明文件，减少人手工作
- **物流及贸易**：自动处理单据、发票及运单，加快对账流程
- **企业后勤**：将日常文件流程自动化，节省时间并减少错漏

合作企业

银行及保险行业、政府部门、以及医疗保健、物流与贸易行业

奖项

日内瓦国际发明展、亚洲金融科技奖



这平台从手写及印刷文件中撷取关键数据、识别诈骗风险，并接驳RPA自动化流程，大幅提升营运效率

