

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

