

SCAN2X

DOCUMENT AI FAQ



Say **goodbye** to heaps of documents
and **hello** to simplified processes



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How does Scan2x Document AI process data?

Scan2x features a Document AI cloud-based service to provide powerful and simplified document metadata extraction from virtually any document. This involves no template-based configuration.

This service requires processing power and scale that only cloud datacenters can provide and for this reason the service is exclusively cloud-based. This document serves to address any concerns and provide more information related to the Scan2x Document AI operation and security.

Scan2x Document AI operations:

Scan2x Document AI is a feature that can be accessed and utilised by both on-premise and cloud-based versions of Scan2x. In the case of on-premise implementations, the utilization of Scan2x Document AI features is only possible if Scan2x is able to access the Document AI service over the internet.

To make use of the Scan2x Document AI service, there must exist a pre-purchased number of page scans attached to the Scan2x licence. These page scans are forward-purchased in batches and are valid for one year from date of purchase. Once the year is up, a new batch will need to be purchased and unused page scans do not carry over into subsequent years. Additional page scans can be purchased as top-up if required, and those top-up page scans will also last one full year.

Once page scans are purchased it is then possible to select Document AI services from the Scan2x Jobs Manager configuration tool. A number of pretrained models are listed, to be used depending on the document type you wish to process (eg invoices, receipts, ID documents, legal contracts). In addition, a number of generic options are also listed for those documents for which Scan2x does not yet have specific training. For generic documents, Scan2x will attempt to pull any information of interest from the document (irrespective of its format). This retrieved metadata can then be saved as is, or it can be normalized into a defined metadata list for onward transmission to a repository like a DMS or some other downstream application that expects specific metadata.

The use of Scan2x Document AI is completely optional and is an additional feature-set to the powerful range of document analysis features Scan2x already had. Documents are not processed through Scan2x Document AI unless they are specifically set to do so by the Scan2x administrators at the client site.

Scan2x Document AI processing:



Documents to be processed by Scan2x Document AI are scanned or imported by the Scan2x and sent to the Scan2x Document AI processor in the cloud. The cloud recognition server is hosted in a Microsoft Azure datacenter, as is the Scan2x Document AI processor. After processing, the extracted metadata is sent from the recognition server back to the Scan2x Document AI processor before being returned to the client Scan2x environment. All transmission of data back and forth between the above components is carried out as separate, distinct, encrypted calls (Transport Layer Security (TLS) 1.2) to ensure no leakage of data across Scan2x tenants.



The Scan2x Document AI services leverage artificial intelligence services run on a recognition server hosted in Microsoft Azure, a leading cloud infrastructure provider. The services are operated by a trusted and vetted technology partner under contract with Avantech Ltd, the producers of Scan2x.



The services are currently hosted in the Netherlands, EU. The possibility of hosting services in other jurisdictions may also be possible. Please contact us to discuss this requirement if needed.



This document provides a description of the Scan2x Document AI service and is not intended to provide legal advice. Please ensure you remain within local laws and regulations related to the transmission of data online.

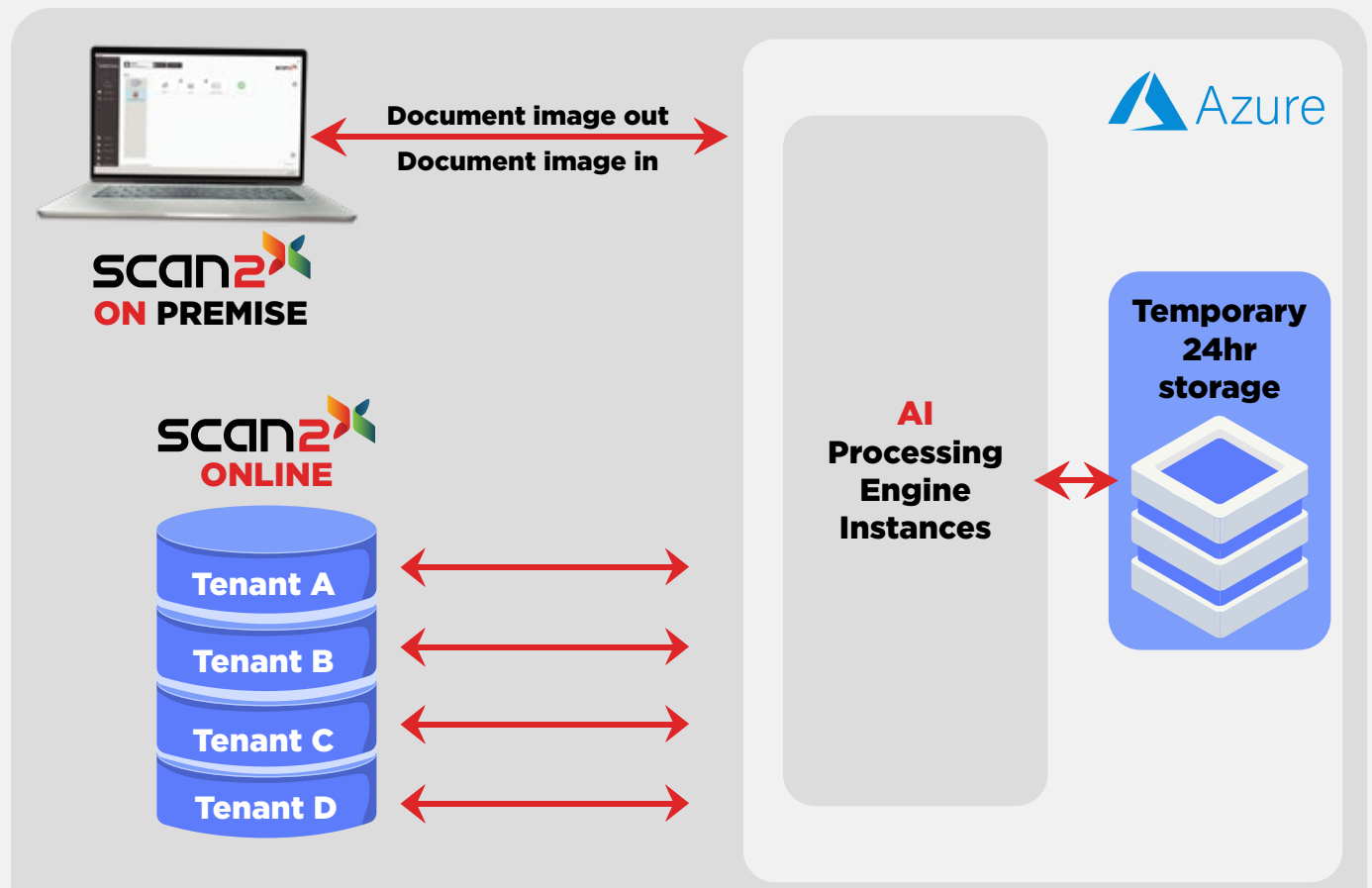


Avantech and Scan2x are fully committed to ensuring compliance with GDPR. By running the service in an EU-based datacenter, the AI service provider is equally bound by and subject to GDPR.



Document/data retention:

The standard retention period of the documents sent to the recognition server is twenty-four hours, and any document remaining in temporary storage beyond the twenty-four hour period is automatically purged. Documents and metadata is encrypted both while in transit and at rest.



No data retained in Azure, no data retained in Scan2x instances. Azure considers Scan2x/Avantech as Customer.

With Scan2x's new AI Feature - Generic Document AI, companies can overcome the challenges of dealing with diverse and unseen documents.

It unlocks efficiency, accuracy, and adaptability, ultimately streamlining document processing and enhancing productivity. Embrace the future of document management with Scan2x and stay ahead in the competitive business landscape.

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