

CASE STUDY

KnowledgeLake

How KnowledgeLake Enhanced Its Document Automation Solution with Accusoft

Today's organizations need to manage high volumes of transactional documents received from multiple sources. Without a system in place capable of identifying and routing those files to the appropriate repositories, departments often deploy their own solutions that create productivity-killing silos. Finding those documents again after they've been sorted also undermines efficiency and makes it difficult to achieve key business goals. KnowledgeLake has been helping organizations overcome these challenges for over twenty years with an innovative technology platform that leverages AI and machine learning to deliver robot process automation, intelligent document processing, and enterprise content management. Founded in 1999, KnowledgeLake offers a powerful, cloud-based platform that modernizes document management so companies can affordably and securely operate in the digital age.

OVERVIEW

KnowledgeLake began looking for an alternative barcode recognition toolkit in 2013 after encountering challenges with accuracy and the identification of certain document barcodes. The resulting evaluation process involved multiple vendors and took about two months before the team settled on Accusoft's Barcode Xpress.

"Obviously we wanted the best in the market, so that was the first criteria," recalls Brad Porter, CTO of KnowledgeLake. "Since we already had an established product with thousands of clients using it at the time, we also needed flexibility on the licensing model. Accusoft was able to meet us where we were, which was nice."

Following deployment, the KnowledgeLake team was quickly impressed by the high-quality support. Rather than putting issues on a bug list for future updates that might not come for months (or even years), Accusoft's engineers frequently resolved problems in a matter of days.

"The support is really exceptional," Porter says. "In those early days, there was a high level of sensitivity to barcoding issues. Accusoft was very responsive and we felt very well taken care of."

With the KnowledgeLake platform now processing millions of documents each year, having a fast, accurate barcode solution in place is essential for delivering scalable value to customers. Implementing Barcode Xpress facilitated more straight-through processes, reducing the number of database touches in the system to improve overall application performance and customer ROI.

"A lot of organizations use barcodes that contain a lot of information about the document," says Jason Burian, VP of Product Management for KnowledgeLake. "For us to not have to go find that information and extract it using OCR, but instead pull it directly from a barcode helps us manage documents much more accurately."

The successful Barcode Xpress integration established a strong relationship between the two software companies. That relationship presented an opportunity when KnowledgeLake transitioned its on-premise products to a cloud-based solution. After a review of its document processing tech stack, it became clear Accusoft could help KnowledgeLake with another product solution.

CHALLENGE

KnowledgeLake had long utilized an in-house viewing solution that allowed customers to view documents within the platform. Although this legacy viewer had gone through many iterations over the years, it was deployed as part of an on-prem solution. Taking the product into the cloud meant that the team would either need to rebuild the viewer from scratch or integrate a third-party solution that could provide all the features their customers required.

KnowledgeLake decided to evaluate Accusoft's PrizmDoc as an alternative to their in-house viewing solution. One of the key factors that stood out during the evaluation process was making sure that PrizmDoc's annotation feature would be compatible with annotations made using their legacy viewer. Fortunately, the KnowledgeLake team was able to work with Accusoft during the prototyping process to create a transformation layer that allowed customers to pull up existing annotations.

The deployment mechanism also proved to be an important factor. Since KnowledgeLake's new cloud infrastructure was container-based, the team wanted to find a viewing solution that could also be deployed in a containerized version. Although Accusoft had not previously offered a containerized deployment option for PrizmDoc, the engineering team developed a solution that met their needs and delivered to KnowledgeLake the very first instance of a Docker container version of PrizmDoc.



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BRAD PORTER

CTO OF KNOWLEDGELAKE



RESULTS

By implementing PrimzDoc, the KnowledgeLake team could integrate state-of-the-art document viewing capabilities into their solution without rebuilding their legacy viewing software. The time saved on redesigning and re-architecting their proprietary viewer for a cloud environment allowed them to focus on other priorities that could make their core product even better.

"One of the really big pieces for us was that engineers who would've had to build those viewing capabilities got to work on stuff that produced more value and allowed us to accelerate other parts of our business instead," Porter says. "We only had to spend a month integrating it rather than spending six to nine months building it and then another twelve months implementing the features that PrizmDoc just gives you."

Shortening the time needed to implement features while also delivering broader capabilities to customers was a winning combination for KnowledgeLake. The ability to quickly bolt on features that customers expect from a product without having to spend valuable time building or integrating them allowed the team to get to market faster and prioritize other development goals.

"The biggest problem our engineering team faces every day is deciding on whether to prioritize core technology over the enhancement requests of our customers. By using Accusoft we get to focus on our customers instead of tedious backend components." Porter explains. The time savings extend beyond just implementation and development time, however. Where KnowledgeLake's engineers previously had to contend with bug fixes and updates for their proprietary viewing solution, the ongoing maintenance of their barcode and viewing capabilities is handled by Accusoft's support team.

"It's less code I have to maintain, which is important," Porter says. "If a bug gets reported, I just hand it over to Accusoft and they take care of it."

KnowledgeLake continues to push the boundaries of innovation to provide its customers with an outstanding document automation experience. By working closely with Accusoft on new technology trends like containerization, .NET 6, and Linux deployments, the team is well-positioned to maintain its leadership in the industry.

ABOUT KNOWLEDGELAKE

KnowledgeLake is the only end-to-end, fully cloud-native solution for intelligent document processing, enabling organizations to capture, process, and manage their content in a single platform. The company combines intelligent document capture and robotic process automation (RPA) to increase organizational productivity. Two million users worldwide employ KnowledgeLake to work faster and more efficiently. For more information, visit www.knowledgelake.com.

ABOUT ACCUSOFT

Founded in 1991, Accusoft is a software development company specializing in content processing, conversion, and automation solutions. From out-of-the-box and configurable applications to APIs built for developers, Accusoft software enables users to solve their most complex workflow challenges and gain insights from content in any format, on any device. Backed by 40 patents, the company's flagship products, including OnTask, PrizmDoc, and ImageGear, are designed to improve productivity, provide actionable data, and deliver results that matter. The Accusoft team is dedicated to continuous innovation through customer-centric product development, new version release, and a passion for understanding industry trends that drive consumer demand. Visit us at www.accusoft.com.

