

How to Convert IDs into Cars and Cash – Kuwait’s Expertise

Kuwait Government Calls to Expand ID Cards Application

Due to antiquated and legacy security systems, inefficient way of processing Identity Documents, combined with an unfortunate rise in international crime, in 2012 Kuwait Government issued new smart Civil ID cards and expanded their field of application. Director-General of the [Public Authority for Civil Information](#) Musa’ed Al-Asousi [specified](#) that the card is to be used for personal identification, technical and security purposes. Companies and organizations had to adapt to the increased need to process ID documents and keep up with the growing workflow. Thanks to the innovation today citizens use the smart ID cards to travel, exchange money, register at hospitals, perform banking operations etc.

A private holding group – one of the leading car rental and currency exchange service providers in Kuwait – also faced the challenge to cope with the ever growing number of client’s requests.

3 Standard Pitfalls of Manual Processing

First of all it should be noted that the State of Kuwait is characterized by a large number of expats, high mobility of its citizens and continuous community growth. Car rental and currency exchange offices have to process various types of identity documents, including IDs issued in the Gulf countries as well as international passports. Therefore it takes an operator a considerable amount of time to find the necessary information in documents of different layouts and languages (Arabic and English at the very least) to enter it into the system. Moreover, all the documents are shipped from local offices to the central processing point which requires additional time and costs.

The second important thing is that manual retyping of personal data from 30’000 scans of IDs per month poses a risk of inaccurate data, including all possible negative consequences; moreover the data accuracy doesn’t satisfy high standards of the Civil Information System.

Customer:
Private holding group

Headquarters:
Kuwait

Industry:
BPO / Service providers

ABBYY Solution Partner:
NVSSoft
Your Information Management Partner

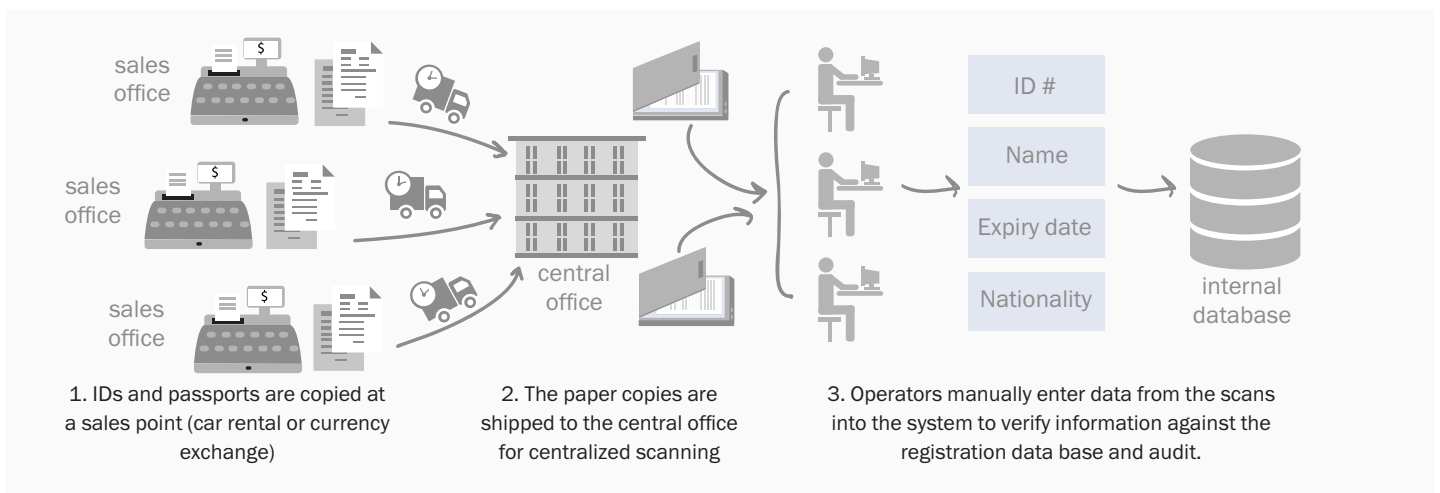
Web:
nvsssoft.com

PROJECT OVERVIEW

Challenge
Automate processing of ID cards

Solution
ABBYY FineReader Engine

- Results**
- Automatic processing of over 400,000 IDs per year
 - Expanded car rental and currency exchange network
 - Maximum efficiency and accuracy





Finally, the whole workflow was too complicated, inefficient and costly – implying excessive hardware and human resources. Therefore in order to overcome the above mentioned issues and maintain fast customer service the holding group initiated automation of ID processing.

ID Processing Architecture


The project was conducted by NVSSoft – a trusted UAE-based provider of multilingual information management solutions for the Middle East. The holding group commissioned the upgrade of their ID processing workflow to the system integrator due to their successful experience with the similar projects in Kuwait, positive feedback from their customers and deep expertise of Arabic technologies.

The team created an integrated customized web solution for the ID capture process based on NVSSoft ArcMate Data Center Document Management System, Oracle Database and ABBYY Arabic OCR engine. “The main reason for us to go with ABBYY was recognition quality” explained Hani Kadah, Product Manager, NVSSoft.

The environment was aimed at decentralizing and fastening the document capturing process, while maintaining strict quality control. The whole process was organized the following way:

- In local sales offices operators scanned customer’s IDs and forms using remote scanning stations distributed in sales’ outlets.
- Right after that the scanned documents got directly into electronic archive.
- With the help of ABBYY OCR and data capture technology the operator initiated automatic extraction of the necessary data from the scanned IDs and forms in English and Arabic with the highest accuracy of the information.
- Thanks to the seamless architecture of the solution, the extracted data were directly exported into NVSSoft ArcMate Data Center and Oracle Database for further processing, analysis and storage.

Thus the system integrator’s team managed to create fully almost fully automated ID processing workflow, which significantly eased and fastened customers’ care.

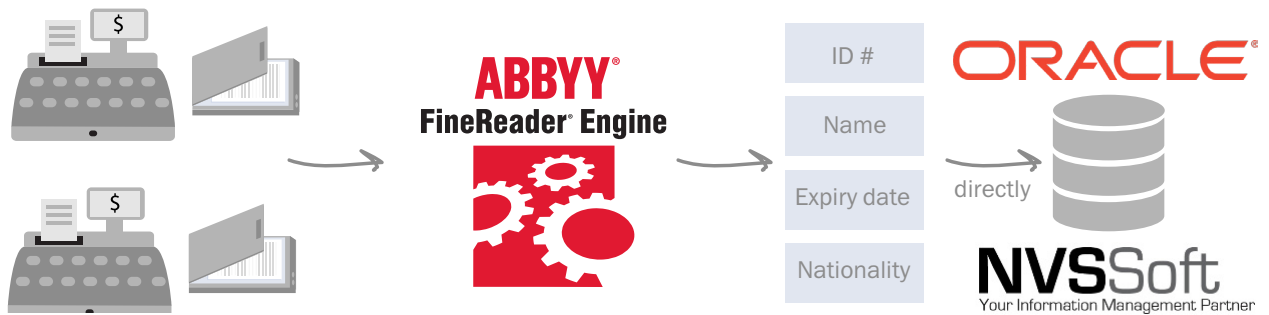
Dodge Challenger edit or Similar  Full details	Pick-up Change dates Kuwait International Airport (KWI), Kuwait 11:30 AM Wednesday June 3, 2015 Drop-off Kuwait International Airport (KWI), Kuwait 11:30 AM Saturday June 6, 2015 Driver Details edit Mr Ivan Ivanov, ██████████.com, +3 ██████████ 67 Extras edit Full Protection
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Personal Details ... and the car is yours! * Required fields

* Identity document	<input type="text" value="Kuwait ID"/>
* Name on Card	<input type="text"/>
* Card Number	<input type="text"/>
* Expiry Date (mm/yy)	<input type="text" value=""/> <input type="text" value=""/>
* Nationality	<input type="text"/>

Service interface example

ABBYY® Case Study



Efficient Workflow Improvement Helps the Business to Grow

“The project is functionally operational now, with progressive deployments on new sites. The customer appreciated lots of time and cost savings by de-centralizing the document capturing process, while maintaining strict quality control.” Hani Kadah, Product Manager, NVSSoft, commented the results.

1 year ago the project started with processing of 400,000 IDs per year, today the increased efficiency, saved costs and human resources allowed the holding group to expand car rental and currency exchange network. Simple API and flexible architecture of ABBYY FineReader Engine provided seamless integration into the customer's environment and for easy data processing and analysis. ABBYY Arabic OCR solution provided fully automatic instant and precise capture of ID number, full name, date of birth, nationality, expiry date and other necessary information thus making services more attractive and valuable for the end user.

ABBYY® ABBYY 3A
Asia, Baltic, Middle East, South America, Africa
P.O. Box #32, Moscow, 127273, Russia
Tel: +7 495 7833700
Fax: +7 495 7832663
sales_3a@abby.com
www.ABBYY.com



Jebel Ali Free Zone
Dubai - UAE
Ph. (971 4) 881 4440
Fx. (971 4) 881 4242

Al Olaya Street,
Riyadh Kingdom of Saudi Arabia
Ph. (966 11) 460 35 80
Fx. (966 11) 460 35 85

Khuwair
Muscat - Oman
Ph. (968 9) 627 1425
Fx. (971 4) 881 4242

Musheireb - Palestine St.
Doha - Qatar
Ph. (974 3) 394 4759
Fx. (971 4) 881 4242

ABOUT NVSSoft

NVSSoft is a UAE-based provider of multilingual information management solutions for the Middle East and North African markets. These solutions provide a rapid return of investment for businesses seeking to make use of the information they have and streamline their daily business. Established in 2003, NVSSoft is committed to serving the local markets and offering native support for Arabic Language. NVSSoft has a diverse client base with a focus in banking, telecommunication, and the public sector. NVSSoft distributes its products and solutions through a network of regional partners and value added resellers throughout the Middle East and North Africa. For more information, please visit nvssoft.com

ABOUT ABBYY

ABBYY is a leading global provider of technologies and solutions that help businesses to action information. The company sets the standard in content capture and innovative language-based technologies that integrate across the information lifecycle. ABBYY solutions are relied on to optimize business processes, mitigate risk, accelerate decision making and drive revenue. ABBYY products are used in large-scale projects such as [Kuwait's National Census](#) and censuses in other countries of the regions, [Lithuanian Tax Inspectorate](#), [e-government portal in Vietnam](#), [Presidential elections in Chile](#) and more. ABBYY OCR applications are shipped with equipment from the world's top manufacturers such as Epson, Fujitsu, Fuji Xerox, Avison, Panasonic, Toshiba, and Xerox. The company maintains offices and local presence in Australia, Canada, Cyprus, France, Germany, Japan, Russia, Spain, Taiwan, the UAE, the UK, Ukraine, and the United States. For more information, visit www.ABBYY.com

www.forefrontec.com | info@forefrontec.com