



# DocQMiner Solution

THE NETHERLANDS | TELECOM | PRICE INDEXING

## Telecom provider avoids illegitimate price indexation using AI

**DocQMiner helps in accurately identifying price indexation clauses in thousands of unstructured documents**

### Client issue

**Relevant data needed to be extracted from thousands of documents to index prices according to agreements made with customers.**

The Revenue Assurance department of a telecom provider was challenged with **analyzing thousands of documents that vary in format and wording** to identify customers for whom price indexation is not applicable.

According to general Terms & Conditions, the telecom provider is allowed to index the prices. However, for a select few, there exists an additional clause in the contract that states that price indexation is not applicable to the agreement. Since index conditions are stored in various unstructured documents such as contracts, amendments or appendixes, this statement barring price indexation also differs across documents.

Finding the price indexation clause **can be challenging and time-consuming, as it means working through multiple unstructured documents**. To overcome this challenge, Deloitte combined the expertise of its team and the use of DocQMiner to effortlessly and rapidly generate insights from the documents.

5,000+

Unstructured documents inspected

500+

Clients analyzed

10

Deviations identified

“DocQMiner’s powerful AI allows organizations to manage large quantities of data. Its pinpoint accuracy empowers users to effortlessly find a (data) needle in a haystack.”

## Deloitte’s solution-based approach

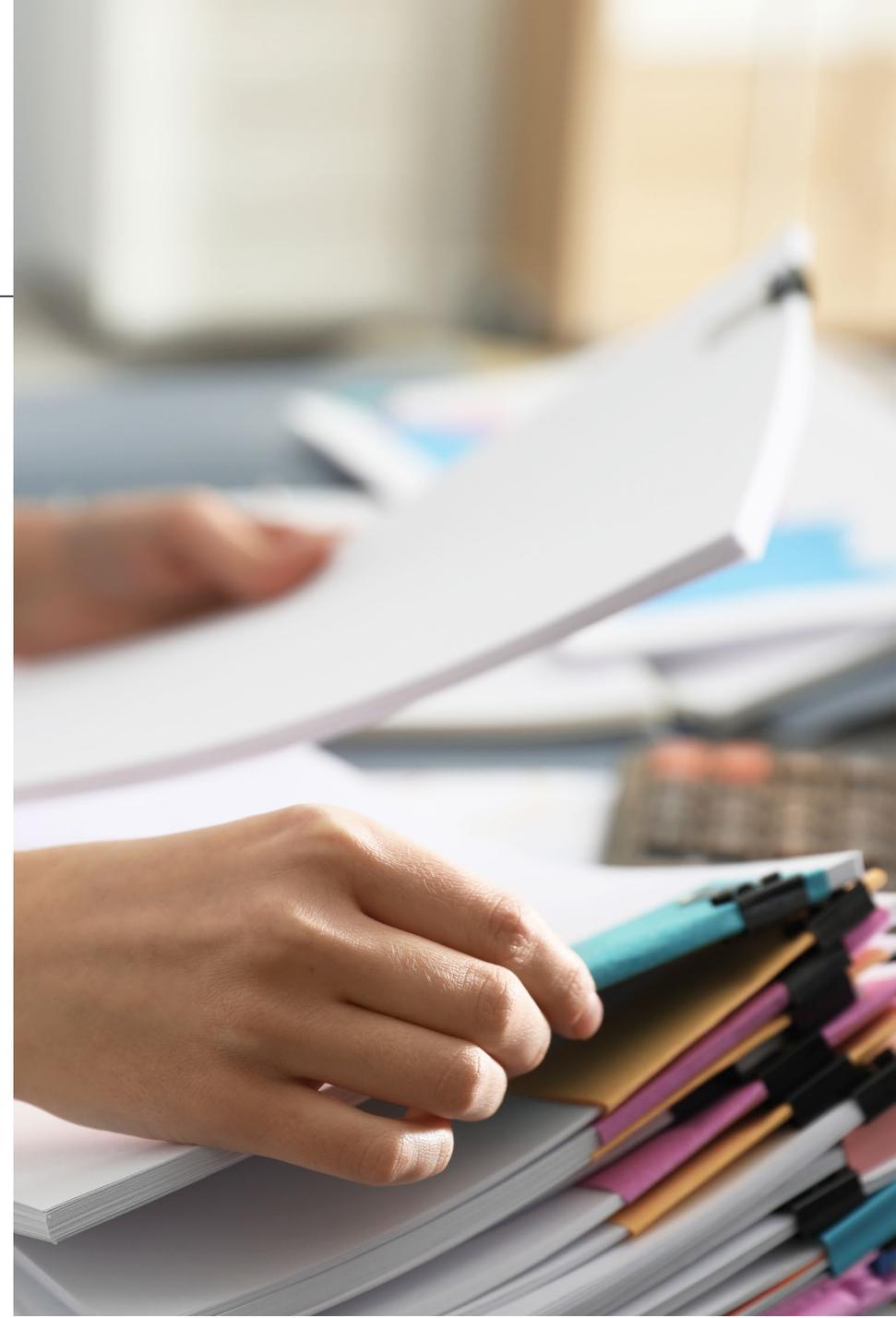
**Document analysis was quicker and more efficient by combining Deloitte's business expertise and ability to ask the right questions with DocQMiner's Q&A module.**

By collaborating with Deloitte, the telecom company was able to make the most out of DocQMiner.

DocQMiner quickly and automatically extracts datapoints from an endless possibility of documents, using pre-trained models and training sets. Since it was not possible to create a training set of documents to train DocQMiner’s algorithm for the telecom company, the “Q&A” module was used instead.

The "Q&A" concept consists of first asking a question to the tool. Then, DocQMiner highlights pieces of text in the document that might **answer the question**, based on pre-trained models. Deloitte and the telecom provider then worked in close cooperation to formulate questions that could determine which contracts contain a clause that stated that price indexation was not applicable.

During the process, STP (Straight Through Processing) was used for the very first time. This functionality **processes large quantities of documents without human interaction**. As a result, processing time was reduced.



## Impact

**Deloitte's solution-based approach significantly reduced the time spent creating a clear overview of customers for whom price indexation is not applicable.**

After a 3-week period:

- Over 5,000 unstructured documents for 500 customers were analyzed,
- Of which, for 10 customers a clause that stated that price indexation was not applicable was found,
- And where the client was able continue the price index process for the other 490 customers and increase their revenue.

The use of DocQMiner allowed the telecom company to identify salient contracts more efficiently, faster, and with less errors compared to doing this manually. Additionally, the use of DocQMiner results in a clear process and audit trail.

DocQMiner successfully identified non-indexation clauses in a short period of time, preventing 10 customers from unauthorized price indexations. In turn, this avoided possible reputational damage, with a minimal time investment.

## Contact us

Deloitte's solution-based approach delivers high-impact, data-driven insights to clients. By combining Deloitte's professional expertise with proprietary digital assets, we offer future-proof solutions that solve your unique challenges.



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