In order to invoice clients for the employees' billable hours, data needs to be extracted from time tracking documents that are produced by numerous different software systems. Until recently, these documents were processed manually or using rules-based systems, but DocuWare IDP is now being used to an ever-greater extent.

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DocuWare IDP

Piening
Personal

The personnel services provider Piening Personal, based in Bielefeld, Germany,
uses DocuWare IDP to automate the importation of data from a wide variety of documents.

"The AI-based DocuWare IDP replaces time-consuming, monotonous routine work with automated processes. Our previous solutions required constant programming adjustments, but with artificial intelligence, the software learns 'on the job' and the recognition rate increases continuously. This saves considerable time for administrative employees."

Location:	Germany
Industry:	Personnel services
Deployment:	IDP Standalone
Department:	Software application development, time tracking
Integration:	Staffing.DE based on Microsoft Dynamics 365 (industry software for personnel services / temporary employment)

The reduction of time-consuming routine tasks was the main focus of the AI project for the personnel services provider Piening Personal. With DocuWare Intelligent Document Processing (IDP), the company has replaced manual importation of service provision data with intelligent, automatic data extraction.

As one of Germany's largest personnel services providers, Piening Personal has had a decisive impact on the branch's development for many decades—for example, in negotiating collective wage agreements for temporary employees. Since it was founded over 45 years ago, the company has grown steadily and now serves employees and customers in more than 80 locations across the country.

Until now, invoicing for employees' billable hours required a great deal of time and effort. Since their clients' businesses use a variety of different time-tracking systems—some of which was outdated—the data often had to be entered manually. The existing rule-based data import programs were frequently pushed to the limits of their capabilities.

The search for a cross-system solution

The head of IT and his team were searching for a flexible software solution that could be used across the board. Their workflow system provider brought their attention to the possibility of solving the problem across all their systems using artificial intelligence. With its ability to extract and import even complex data from widely varying documents, DocuWare IDP perfectly met their requirements.

In their business, each client uses different, sometimes outdated time-tracking software, and not all software systems produce documents from which the pertinent data could be automatically extracted. This meant that invoicing clients for the billable hours required a considerable amount of time-consuming, manual data entry. The previous solution was to use rule-based programs to import the data, but these needed to be readjusted on a regular basis.

Training AI for complex documents

At the end of 2024, the first trial solution was tested with the help of the implementation partner. Some of the imported lists with time-tracking data were processed accurately right from the start; for others, the AI required more in-depth training. After the additional training, the AI was able to accurately extract data from the more challenging lists as well. Since March 2025, a continuous improvement process has been established, in which the AI receives targeted training on especially complex files.

"We were looking for a way to automate the importation of our time-tracking data, which is produced by very different software systems, some of which have inflexible, outdated formats."

"When switching to DocuWare IDP, we focused on selecting documents that could not be processed satisfactorily using our rule-based system. Our implementation partner provided excellent support during the process of introducing the AI solution."

Of the approximately 1,000 documents that are imported each month, about 200 present a particular challenge due to their complexity. These go through a workflow which integrates DocuWare IDP. When needed, a one-time manual check may be carried out for especially challenging cases—such as conversion of industrial minutes (100 seconds). After the data is successfully categorized, no manual checks are required for future processes. The system calculates a confidence value for each document. If this value is under a defined threshold, a visual check is automatically triggered in the workflow. Finally, the data is used to produce XML files which are transferred to the ERP system for billing.

Avoiding peak loads

The AI system has the potential to be a long-term solution to one of the company's core problems—one that always pops up when payroll accounting is due and a large number of documents need to be processed in a short time frame. When this happens, the extensive need for manual data imports pushes the administrative department to its limits. But these peak loads can now be

avoided. The automation makes it possible to drastically reduce the manual workload—and the goal is to eliminate it entirely.

The IT team already has identified additional use cases for AI-based document processing. These include extracting data from hand-written work documents from smaller companies without electronic time-tracking systems, as well as processing documents such as paper-based vacation requests.

"People are having fun discovering the opportunities offered by artificial intelligence and learning how it works. It is a great relief to be able to significantly reduce the stress and overload that occur during peak seasons."

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