



AI-Agents Don't Sleep

How IDEXX Put Them to Work

IDEXX

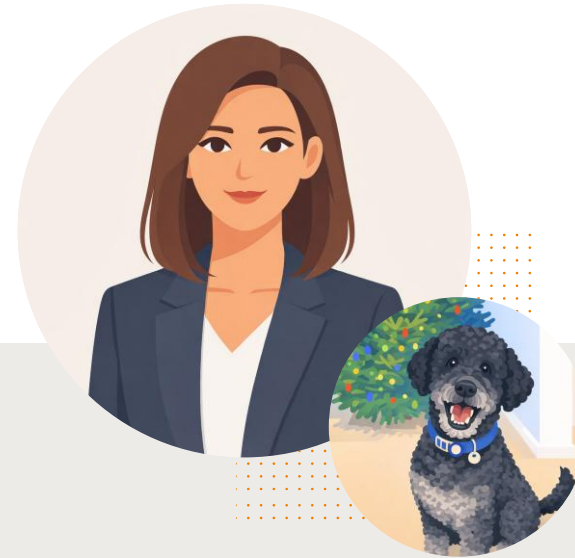
Speaker



Bastian Schiele

Senior Manager – Technology

bastian.schiele@cbs-consulting.com



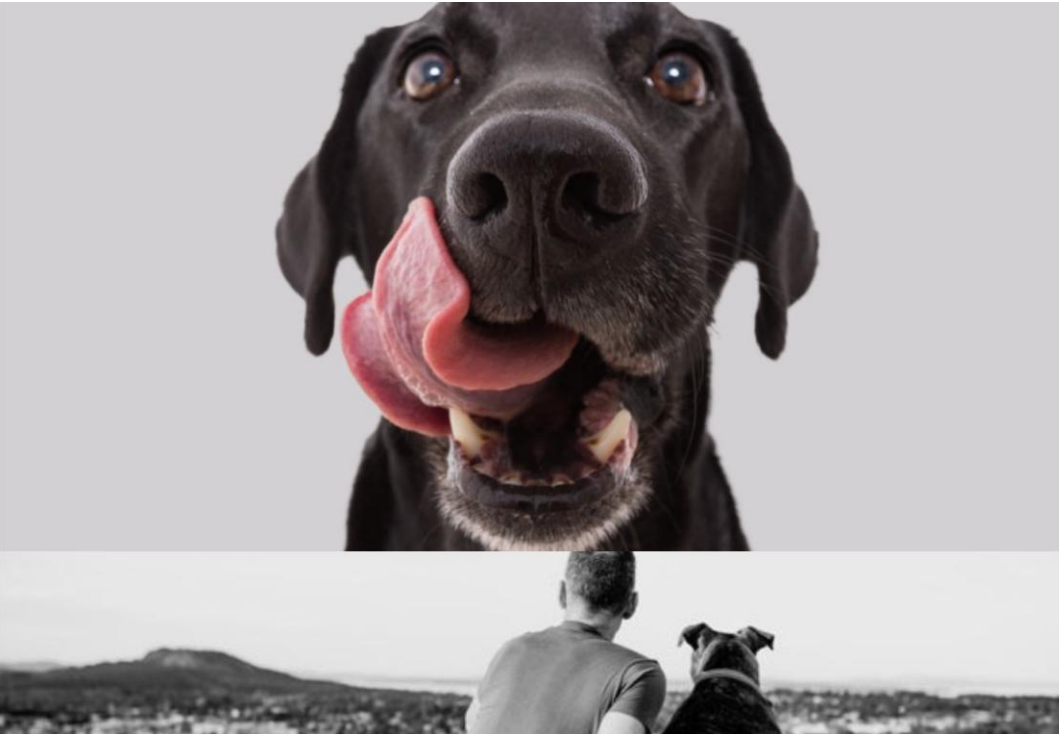
Sharon Gendreau

Finance Systems & Process Manager - IDEXX

sharon-gendreau@idexx.com



Everyone wants AI. Few know how to make it work.



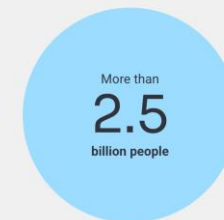
We're IDEXX. Nice to meet you.



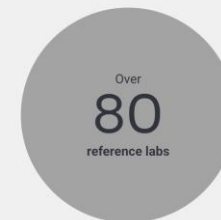
partner with IDEXX.



work together to deliver on our purpose.



10-K: Innovative water testing solutions for rapid, accurate microbiological analysis



support more than 50,000 veterinary practices worldwide.



Enhancing the health and well-being of pets, people, and livestock.

Day in the life



Sharon

Finance System &
Process Manager

Wednesday, 9:19

Hi Bastian, every quarter, we receive hundreds of customer contracts, all **in different**

layouts, languages, and formats. My team must check and re-enter everything

manually, which is slow, error prone and just not scalable. *Can you help us?*

Bastian, 9:25

Let me show you something we've been working on...



Before we fix it, here's our current process.

IDEXX journey for handling customer contracts



Previous Solutions

Manual data entry into SAP

- Time-consuming
- Error-prone



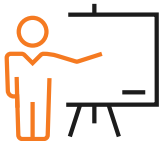
Limited flexibility to meet business needs

- Based on predefined layouts
- Frequent manual (and costly) adoptions necessary
- Instability during high-demand business phases



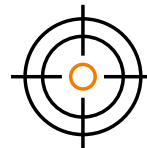
Need for a modern solution

First discussion on SAPinsider Las Vegas
March 2025



June 2025: PoC completed

Test results:
>98.79% accuracy

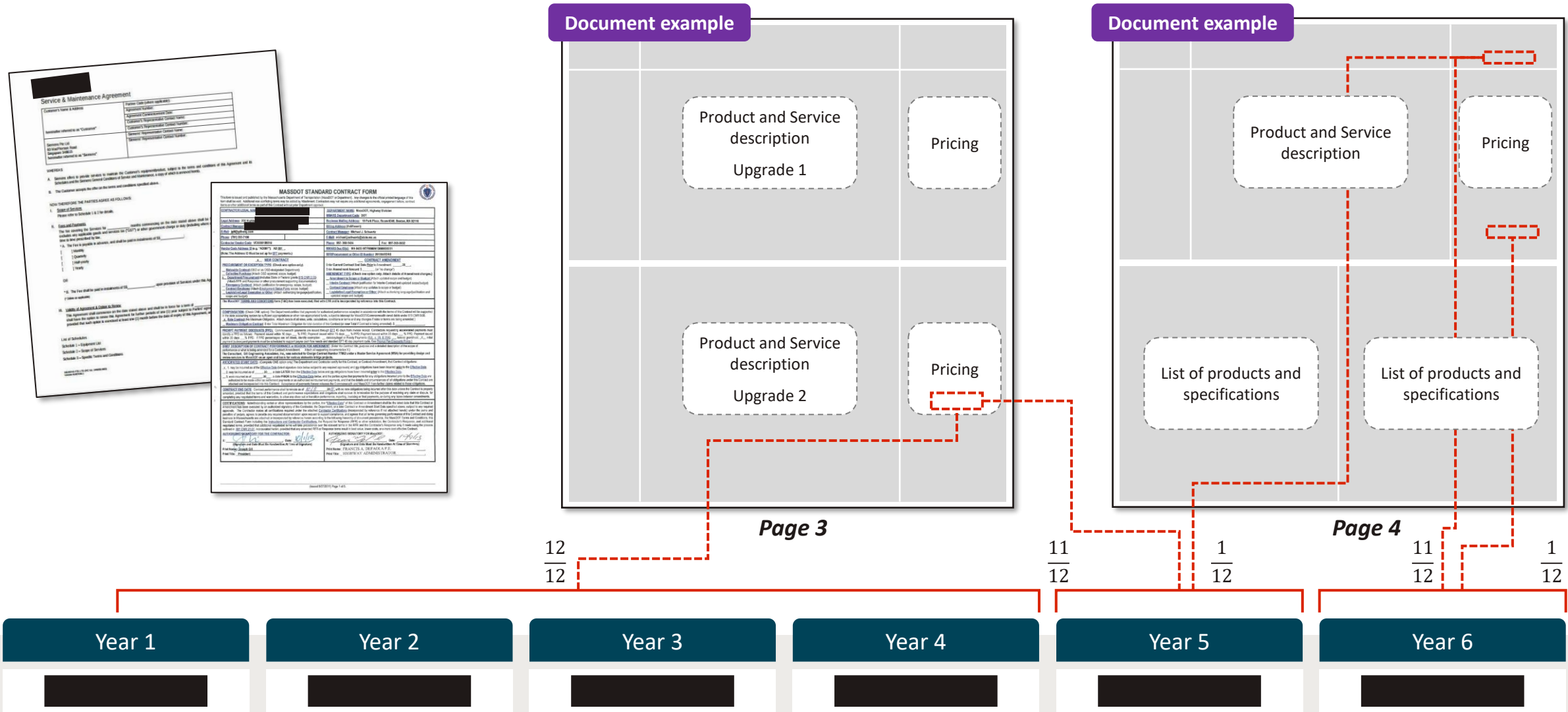
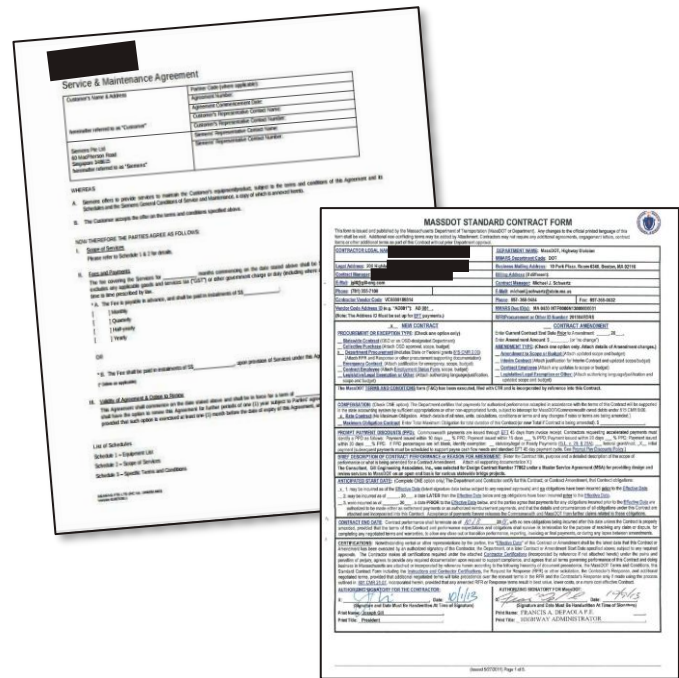


Start mid Sep 2025

Implementation time: ~ 1 month (!)

Go-Live (tech.): Nov-24
Go-Live (business): Dec-1

Some examples of Customer Contracts

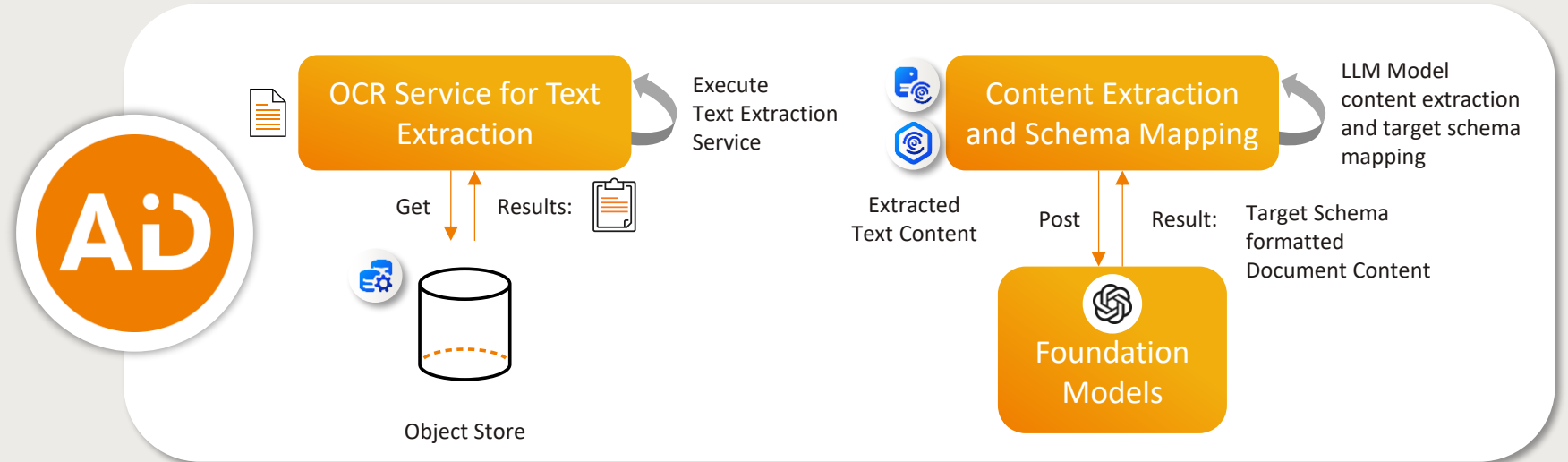
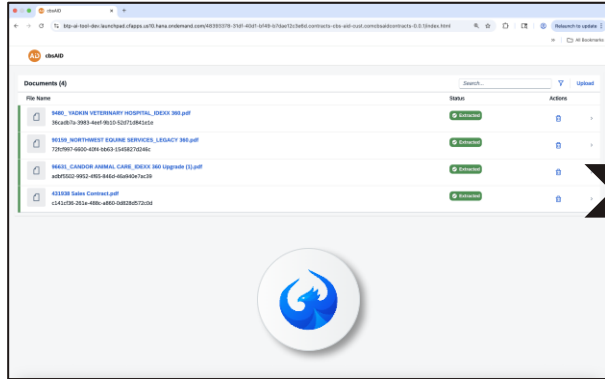


AI solutions need to be transparent to give confidence



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☐	 ASUG 4.pdf 3b0563f2-cbb5-4a41-8bc6-e9cf2ef402f7	 Medium Confidence	 Extracted	May 27, 2026, 4:57:30 PM			
☐	 ASUG 3.pdf eb5effef-bede-4bc6-ae67-3355cb178274	 Medium Confidence	 Review Required	May 27, 2026, 4:57:29 PM			
☐	 ASUG 2.pdf c371fd1c-48f4-42c9-87f2-c84fd30dba24	 Low Confidence	 Extracted	May 27, 2026, 4:57:26 PM			
☐	 ASUG 1.pdf 09869f95-6899-40ec-bb1f-b5cef48e78f4	 High Confidence	 Extracted	May 27, 2026, 4:57:25 PM			

System Architecture for Customer Contracts



Constraints:

- Work with the existing backend processes for customer contracts
→ Upload via Excel sheet
- Clearly flag uncertain extractions for review
→ Confidence indicator
- Flexibility for further instruments
→ dynamic mapping



Excel sheet

Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM
CatOne	ProCyt	ProCytOn	LaserCyt	SediVue	IVLS	UA	Coag	VetStat	VetTest	SNAPPro	InVue	total	framTerm	Committ
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0	0	0	0	1	0	1	0	0	0	0	0	2	6	178000
0	0	0	0	1	0	1	0	0	0	0	0	2	6	15524
0	0	1	0	0	0	0	0	0	0	0	0	1	5	42182
1	0	0	0	0	0	0	0	0	0	0	1	2	6	119500
1	0	1	0	1	1	1	0	0	0	2	0	7	6	33606
1	0	0	0	0	1	0	0	0	0	0	1	3	6	133076
2	0	1	0	1	1	1	0	0	0	0	1	7	6	60921
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1	1	0	0	1	1	1	0	0	0	0	1	6	7	10000
1	1	0	0	1	1	1	0	0	0	2	1	8	6	38928
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0	0	1	0	1	0	1	0	0	0	0	0	3	6	115750
2	0	1	0	1	1	1	0	0	0	0	1	7	6	64886
0	0	0	0	1	1	1	0	0	0	0	0	3	6	8976
1	1	1	0	1	1	1	0	0	0	1	0	7	6	8200
0	0	1	0	0	0	0	0	0	0	0	0	1	6	6884



Traditional Document Extraction Approaches

TEMPLATE-BASED EXTRACTION

- Rigid rules tied to fixed layouts
- Fails with small format changes
- High maintenance effort

OCR-ONLY SOLUTIONS

- Recognizes text, but nothing else
- No understanding of meaning or context
- Can't handle complex structures

PRE-TRAINED LAYOUT MODELS

- Trained on fixed and specific datasets
- Struggle with unseen formats
- No customer-specific logic or integration

LIMITATIONS



Layout
Fragility



Low
Adaptability



Missing
Integration



Accuracy
Gaps



Customer Orders

Order Confirmations

Delivery Notes

Invoices

Inspection Certificates

Supplier Declarations

PHOENIX CONTACT GMBH & CO. KG
PLACHENMISTRASSE 8
53859 SIEGBERG-LIPE
GERMANY

Consignor: Celanese Sales Germany GmbH, EM

Your reference: PHOENIX CONTACT GMBH & CO. KG

Material description:

Your material number:

Reference number:

700WV, 43 RD BK 9005-AP11

900503 SACHWARE

Country of origin:

DE

Qualified for preferential treatment with:

GB

700WV, 43 RD BK 9005-AP11

900503 SACHWARE

Country of origin:

DE

Qualified for preferential treatment with:

GB

700WV, 43 RD BK 9005A-AP11

10300 SACHWARE

Country of origin:

CA,GB

Our material number:

Country of origin:

2104053

900500

Reference number:

DE

Qualified for preferential treatment with:

GB

2104054

90051000

Country of origin:

DE

Qualified for preferential treatment with:

GB

2104055

900500

Reference number:

DE

Qualified for preferential treatment with:

GB

Celanese Sales Germany GmbH -
EM
Am Unkersberg 1
65864 LITZ - P.O. Box 107 40
GERMANY

Your ref:

Material description:

Your material number:

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2104053

900500

Country of origin:

DE

Qualified for preferential treatment with:

GB

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90051000

Country of origin:

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Qualified for preferential treatment with:

GB

2104055

900500

Reference number:

DE

Qualified for preferential treatment with:

GB

Leistungserklärung für Waren aus Präferenzverträgen

Bestandteil einer Handelsrechnung, die die Waren aus Präferenzverträgen enthält

Der Unternehmer erklärt, dass die nachstehend beschriebenen Waren, die zusammen mit der Handelsrechnung vorgelegt werden:

1. den Ursprungsregeln der Handelsverträge entsprechen, die zwischen dem Ursprungsland und dem Bestimmungsland (Land des Ursprungs) abgeschlossen wurden, und

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Product Datasheets

12 Mixtures

Components		Classification	Concentration (% w/w)
Chemical name	CAS-No. EC-No. Index-No. Registration number		
Sodium borohydride	16940-48-2 241-004-4 01-2119480018-39	Water-solub. 1: H260 Acute Tox. 3: H301 Skin Corr. 1C: H314 Eye Dam. 1: H318 Repr. 1B: H360D EUH014	<= 12
Sodium hydroxide	1310-73-2 210-185-5 01-0002-00-6 01-2119457892-27	Met. Cor. 1: H290 Skin Corr. 1A, H314 Eye Dam. 1: H318 specific concentration limit Skin Corr. 1A, H314 => 5 % Skin Corr. 1B, H314 2 <= 5 % Skin Irrit. 2: H315 0.5 <= 2 % Eye Irrit. 2: H319 0.5 <= 2 %	<= 40
Sodium metaborate, anhydrous	7775-18-1 231-1891-6	Eye Irrit. 2: H319 Repr. 2: H360F6	

NS(=O)(=O)c1ccc(cc1)Cc2ccc(cc2)/C=C/c3ccc(cc3)C(=O)[O-]

RECHEN- & CHEMISCHES HILFSMITTEL

Rechnungsberechnung: Berechnung der Masse prozent, Mol prozent, Molgewicht

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Safety Datasheets

2.1 Classification of the substance or mixture

Classification (REGULATION (EC) No 1272/2008)

Skin corrosion, Category 1A
 Serious eye damage, Category 1
 Acute toxicity, Category 4
 Reproductive toxicity, Category 1B
 Corrosive to metals, Category 1

H314: Causes severe skin burns and eye damage.
 H318: Causes serious eye damage.
 H302: Harmful if swallowed.
 H360D: May damage fertility or the unborn child.
 H290: May be corrosive to metals.

ANALYTICAL CODE 1001

Labelling (REGULATION (EC) No 1272/2008)

Hazard pictograms

Signal word : **Danger**

Signal word

1. Full name of the chemical: [Chlorine, Pictogram, Code, Abbreviations](#)

2. Chemical formula: [Chlorine](#)

3. Designation: [Chlorine](#)

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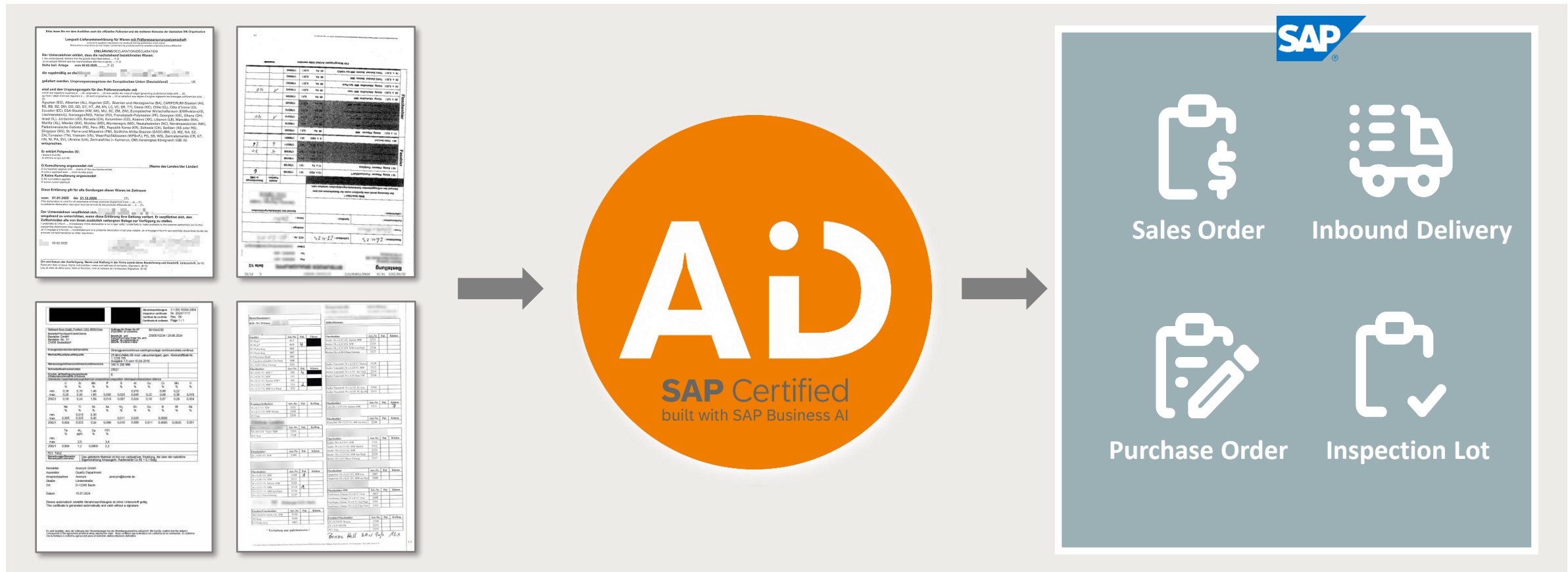
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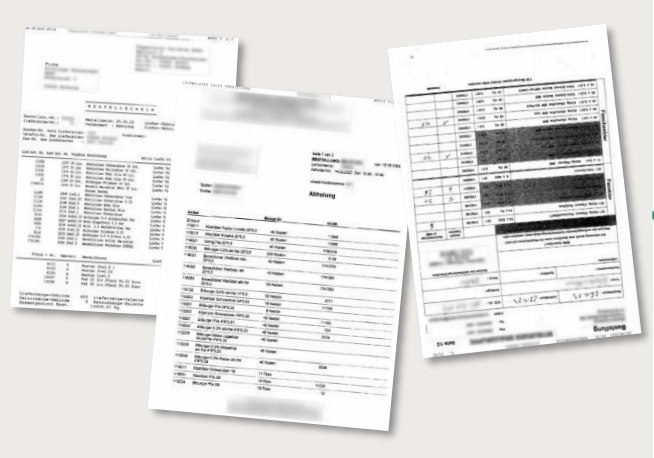
177. Design

cbs AID integrates every complex, human readable document into SAP



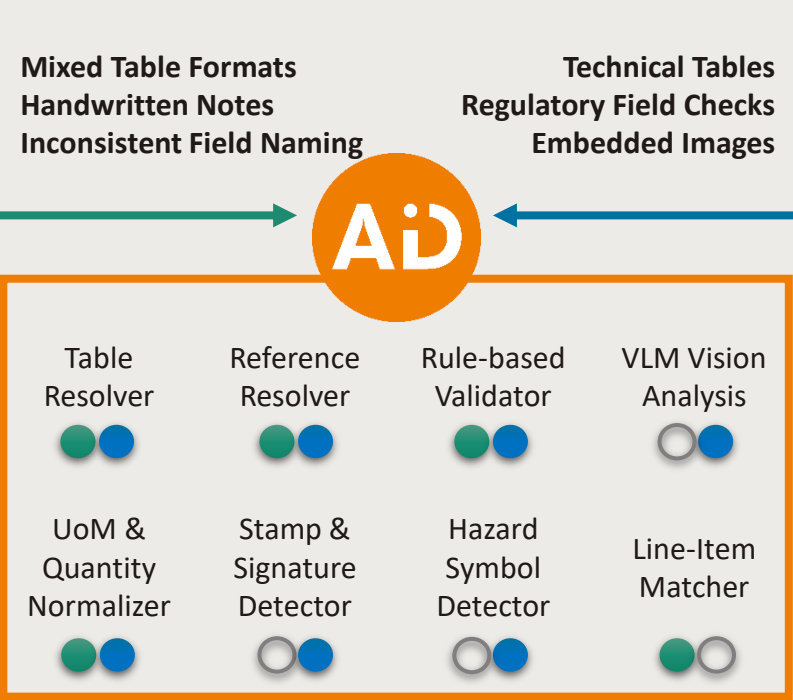
Different documents. Same challenges. One agentic solution.

Transactional Documents

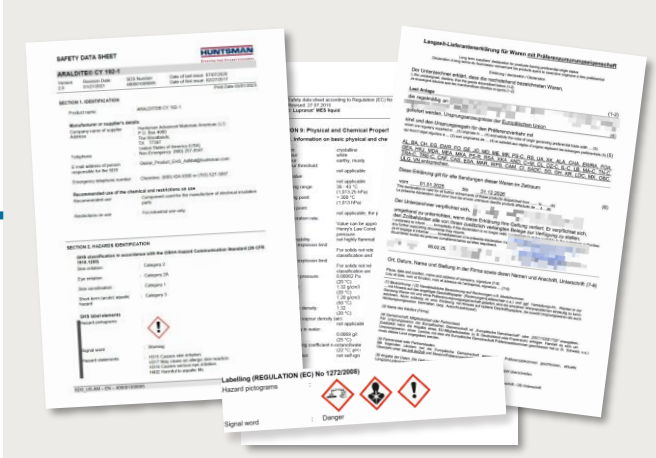


Header & line-item based
98%+ Extraction Accuracy
Over a broad range
of document types

Agentic AI Solution



Supplemental Documents



'Prosaic' content
98%+ Extraction Accuracy
Accuracy heavily depends on
document and schema complexity

Result Reliability

- Data validation against master data & business rules
- Confidence thresholds & exception handling workflows
- Continuous improvement via user feedback

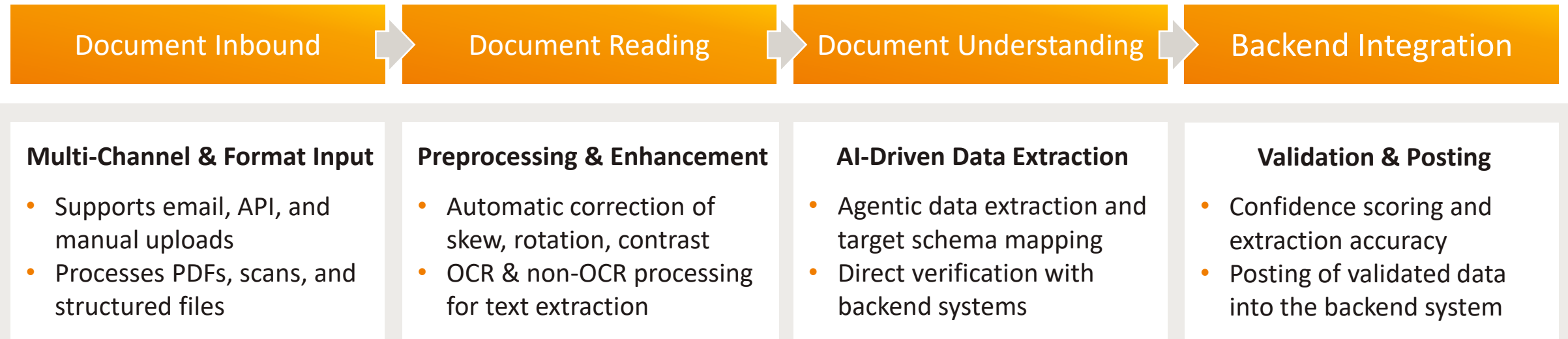
AI Intervention

- Automates extraction, validation & data entry
- Access limited with role-based permissions
- Human-in-the-loop for unclear or critical cases

SAP Certified
built with SAP Business AI



cbs Advanced Integration of Documents – End2End Workflow



Page 1 of 8 UNITED STATES - MEXICO - CANADA AGREEMENT (USMCA) ORIGIN CERTIFICATION
Legal Basis: Chapter 9 and Annex 3-6 of the United States, Mexico and Canada Agreement

1. CERTIFIER NAME, ADDRESS, TELEPHONE NUMBER AND E-MAIL
2. EXPORTER NAME, ADDRESS, TELEPHONE NUMBER AND E-MAIL
3. PRODUCER NAME, ADDRESS, TELEPHONE NUMBER AND E-MAIL
4. REPORTER NAME, ADDRESS, TELEPHONE NUMBER AND E-MAIL

TAX IDENTIFICATION NUMBER

PART NUMBER	DESCRIPTION	HS TARIFF CLASSIFICATION NUMBER	ORIGIN	COUNTRY OF ORIGIN
182.053-01	Metal Pins	853690	S	US
195.674-01	Metal Pins	853690	S	US
755.018-01	Metal Pins	853690	S	US
755.018-02	Metal Pins	853690	S	US
191.076-01	Metal Pins	853690	S	US

Page 2 of 8 UNITED STATES - MEXICO - CANADA AGREEMENT (USMCA) ORIGIN CERTIFICATION
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5. DESCRIPTION OF GOODS

PART NUMBER	DESCRIPTION	HS TARIFF CLASSIFICATION NUMBER	ORIGIN	COUNTRY OF ORIGIN
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195.674-01	Metal Pins	853690	S	US
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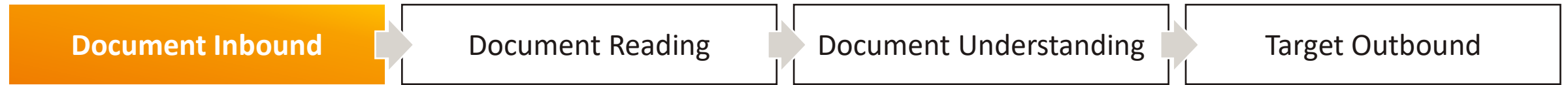
Search Agreements

Materials Table

Supplier Material Number	Description	HS Code	Country of Origin	Agreements
413406	SHORT WASTEWATER TREATMENT	99031000	DE	View Agreements
413406	SHORT WASTEWATER TREATMENT	99031000	DE	View Agreements
413406	SHORT WASTEWATER TREATMENT	99031000	DE	View Agreements
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This is a **customer specific implementation project**, not simply a consume & integrate project.
That's the **secret sauce** for the accuracy: **Superior technology & customer specific implementation.**

cbs Advanced Integration of Documents – End2End Workflow



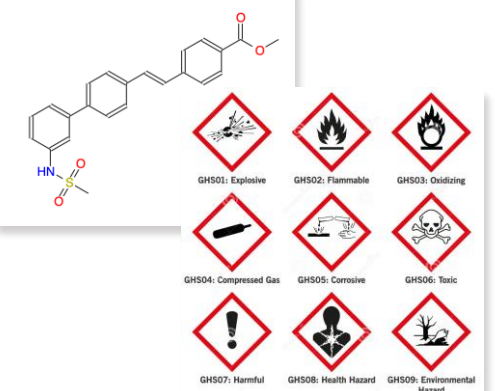
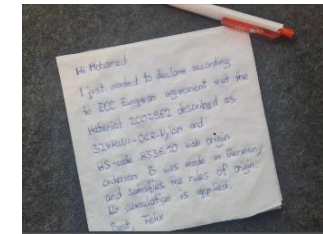
Processes E-Mail, API, and manual uploads, with various formats like structured PDFs, scanned documents, and handwritten notes.

Document can be of any length, with complex layouts, chemical data, pictograms, and multilingual content.

[illegible][illegible]

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<table border="1"> <tr> <td>名称:</td> <td>规格型号</td> <td>单位</td> <td>数量</td> <td>单价</td> <td>金额</td> <td>税率</td> <td>税额</td> </tr> <tr> <td>纳税人代码:</td> <td>1418. 瓦</td> <td>块</td> <td>1000</td> <td>8.73</td> <td>8730.00</td> <td>13%</td> <td>1264.90</td> </tr> <tr> <td>地址、电话:</td> <td colspan="7"></td> </tr> <tr> <td>开户行及账号:</td> <td colspan="7"></td> </tr> <tr> <td colspan="5">合计</td> <td>¥9730.00</td> <td></td> <td>¥1264.90</td> </tr> </table>										名称:	规格型号	单位	数量	单价	金额	税率	税额	纳税人代码:	1418. 瓦	块	1000	8.73	8730.00	13%	1264.90	地址、电话:								开户行及账号:								合计					¥9730.00		¥1264.90
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Applies preprocessing routines to correct rotations, skews, and distortions for optimal OCR accuracy.

Extracts text and structures data from complex layouts, tables, and handwritten content while preserving document integrity.

Part Number	Description	HS Tariff Classification	Origin
182.050-00	Metal Pins	8536.10	US
199.474-00	Metal Pins	8536.10	US
735.026-00	Metal Pins	8536.10	US
735.026-02	Metal Pins	8536.10	US
191.076-01	Metal Pins	8536.10	US

Detect & fix rotations

Part Number	Description	HS Tariff Classification	Origin
182.050-00	Metal Pins	8536.10	US
199.474-00	Metal Pins	8536.10	US
735.026-00	Metal Pins	8536.10	US
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Detect & extract text

Part Number	Description	HS Tariff Classification	Origin
182.050-00	Metal Pins	8536.10	US
199.474-00	Metal Pins	8536.10	US
735.026-00	Metal Pins	8536.10	US
735.026-02	Metal Pins	8536.10	US
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Our agentic approach iteratively collects and combines all required data. Agents handle different extraction and validation tasks, feeding results into a shared memory for maximum extraction accuracy.



AI Agents

Techniques



Memory

Collects data across pages



Area of Interest Detection

Custom algorithm to localize relevant data



Smart Table Analysis

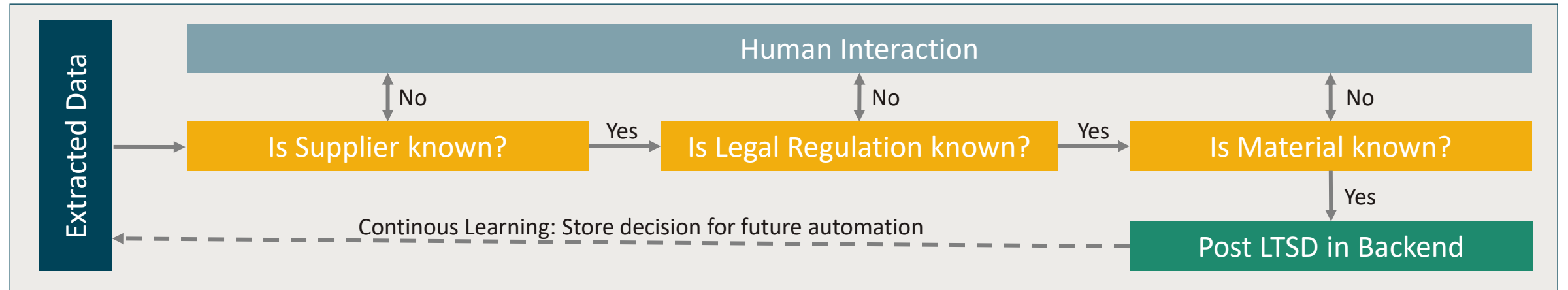
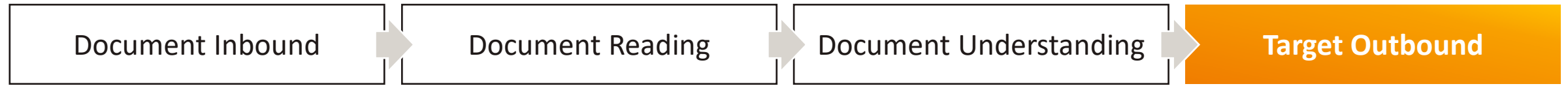
Classification and extraction of large tables



Self Evaluation

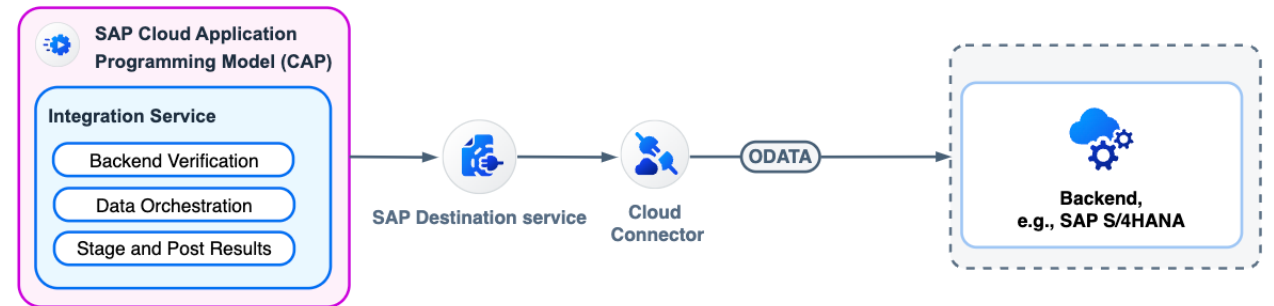
Question based self-guidance in search process

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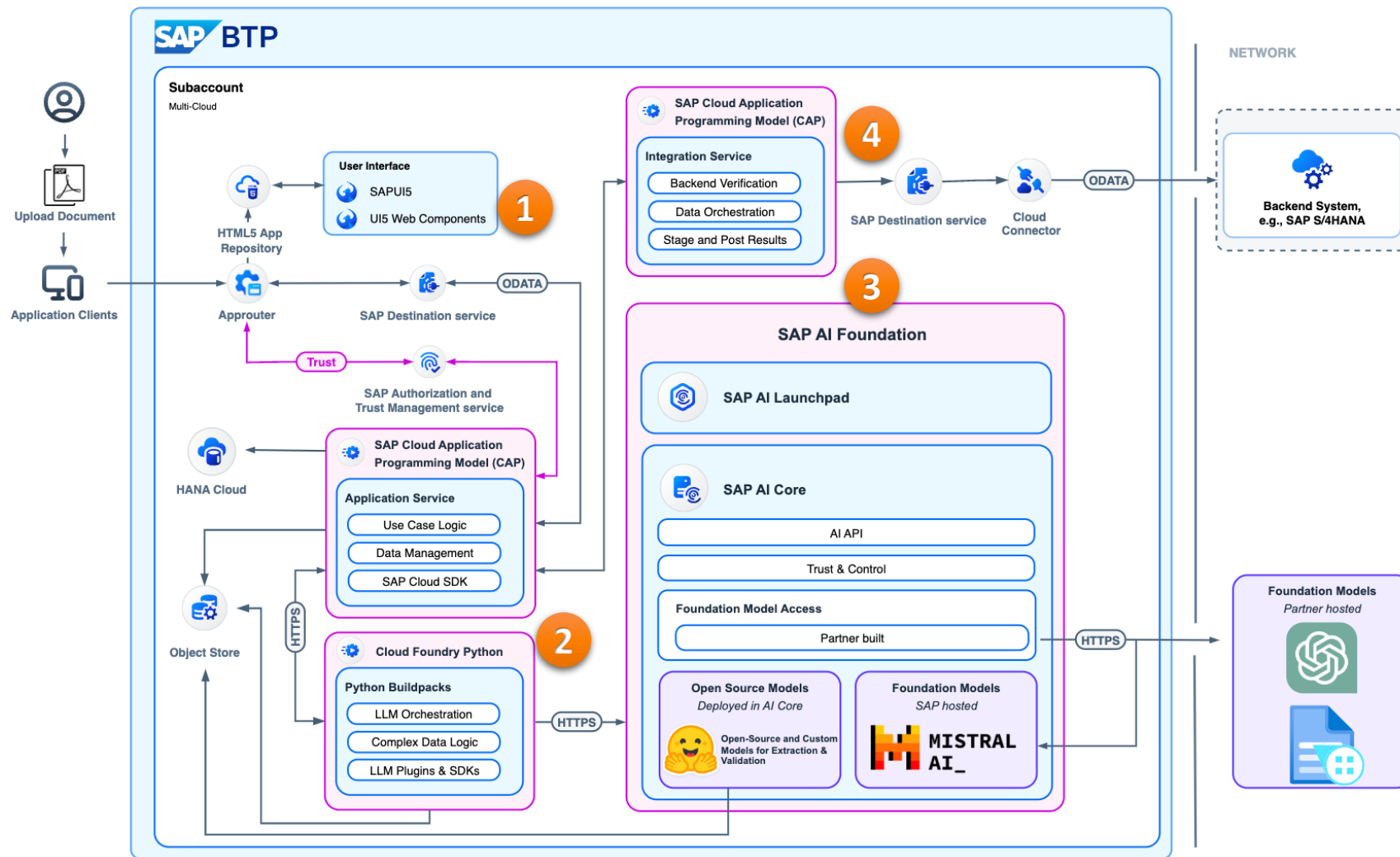


Post-Processing and Backend Booking:

- Automatically **validates** extracted details against relevant master data
- If needed, **prompting of users** to edit or confirm missing inaccurate item entries
- **Book** correct data in the backend



Solution Architecture relies on SAP BTP & AI Foundation



- 1 User interface to upload documents, supervise the extraction, or correct and update the AI-results.
- 2 CF Python-App for complex data logic, establishing the connection to frontier models via AI Core or OCR services, if applicable.
- 3 GenAI Hub in AI Foundation establishes connections to self-, and partner hosted models for purpose driven model selection.
- 4 CAP-App to stage results, perform quality checks, transformation, data validation, error handling to promote them into the backend system.

Customer Orders

Challenges

Mixed content in one channel

Multi-file processing complexity

Material number mismatch

Feasibility checks necessary

99.84% Extraction Accuracy

Long Term Supplier Declarations

Challenges

Lot of irrelevant data

Longtext, tabular, and handwriting

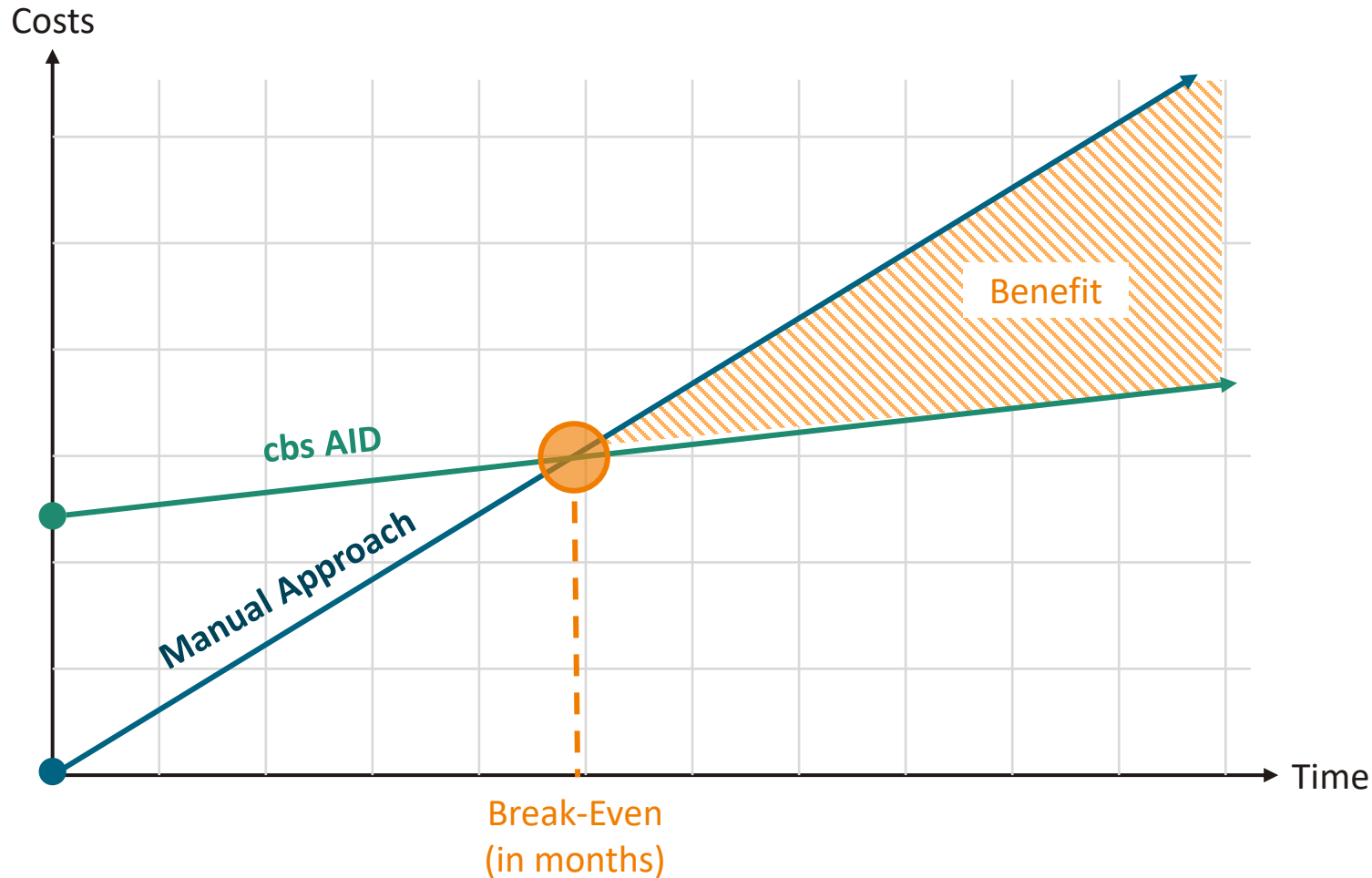
Large documents

Nested & Relational Content

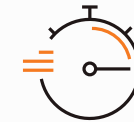
99.19%

Extraction Accuracy

Project Approach: Fast Return on Investment



**ROI in
~ 6 months**



**Go live in
< 4 months**



**No SAP RISE
or S/4HANA
required**

Award-winning innovation in AI & Automation

Awards & Recognition



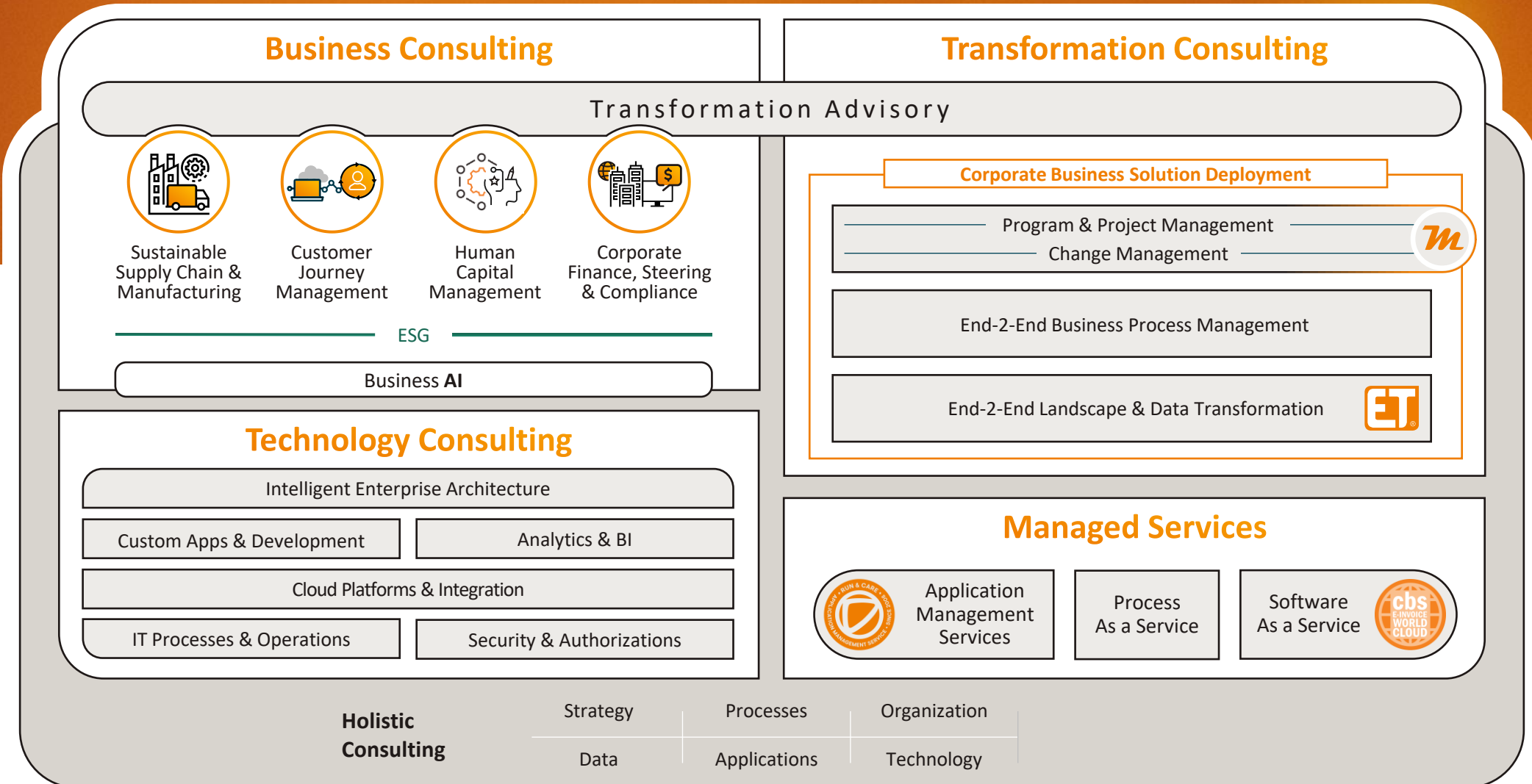
Hack2Build
Winner



WINNER
Hack2Build
SAP Business AI

Hack2Build - WINNER
ADAM – AI-driven
Active Monitoring

Next Generation Corporate Business Solutions from one Source



Q&A



Get in touch



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