



ORKID
unlock infinite

FAQs

Frequently Asked Questions

About ORKID

What is ORKID?

ORKID is a Generative A.I. software vendor.

What does Orkid do?

Orkid builds AI-powered hyper-automation solutions and models to help organizations access and profit from multimodal information.

What industries do you serve?

Orkid focuses on the provision of solutions to Banks, Financial Services and Insurance (BFSI), the legal services industry and public sector.

What problems do you solve?

We are solving an operational efficiency and automation problem that is worth US\$134.8b globally.

How do you do it?

Orkid Omnitive, a SaaS platform that uses FMs and LLMs to classify, structure, access and exploit multimodal information in 96 languages.

Where does ORKID have a physical presence?

Orkid has offices and distributorships in Singapore, Spain, Vietnam, Thailand. R&D is based in Spain, Singapore and Vietnam.

Does ORKID hold any patents?

Yes, we currently have 5 patents awarded.

Does ORKID build its own tech and algorithms?

Yes, Orkid at its core is a solutions company, starting with our inventions and innovation. We compliment this by orchestrating state of the art open source and market accepted solutions that live in the reality of our customers' infrastructure.



About Orkid Omnitive

What is Orkid Omnitive?

Orkid Omnitive is our hyper-automation platform. It enables business users to exploit and profit from multimodal information and empowers any organization to easily implement digitalization strategies to streamline workflows and increase productivity.

What is multimodal information?

Multimodal refers to audio, video, image, and text files.

What are the building blocks of Orkid Omnitive?

Orkid Omnitive It is comprised of several digitalization and automation technologies, together with integrated and intuitive end-user tools, including: Omnitive MIDP, Omnitive Discover, Omnitive Insight and Omnitive Partner.

How does Orkid learn?

Orkid uses several different learning techniques, starting with zero and one-shot learning. We also incorporate Feedback Learning. The goal is to ensure that our production deployments can autonomously learn and adapt to the changing nature of information as it evolves.

How long does it take to teach Orkid Omnitive?

Literally seconds with our zero and one-shot approaches.

Can Orkid Omnitive process any type of file?

Yes. We designed Orkid to be multimodal and support audio, video, image, and text files natively.

What languages does Orkid Omnitive support?

We currently support 96 languages and dialects, including English, Spanish, Vietnamese, simplified Chinese, Arabic, Portuguese, German, Bahasa and Japanese.

Is Orkid Omnitive modular and does it support for plug and play?

Orkid Omnitive is highly customizable and modular. It can be deployed and consumed in its entirety or as specific modules offered as microservices, for example classification or data-point extraction.

Is Orkid Omnitive stand-alone or does it need to be integrated with 3rd parties?

While Orkid Omnitive and its constituent functionality can be consumed in a standalone fashion, it delivers its full value when integrated with other 3rd party solutions as part of a larger hyper-automation workflow.



About Omnitive MIDP

What is Omnitive MIDP?

Omnitive Multimodal Intelligent Document Processing (MIDP) is our multimodal classification and data-point extraction engine. It helps transform raw data into structured information.

Does Omnitive MIDP support file cleansing and OCR?

Yes, de-skewing, binarization and noise removal are integral parts of the MIDP pipeline, as well as OCR.

Does MIDP pre-process files?

Yes, it does. Files are pre-processed to ensure the highest levels of accuracy during the classification and extraction. Critical steps are de-skewing and noise elimination, so that the OCR process can identify characters and reduce mistakes.

What is de-skewing?

Scanned documents often lose their vertical and horizontal alignment making OCR more difficult and slower. Rotating (aka de-skewing) the scanned images ensures the text runs across the page rather than at an angle. De-skewing documents beforehand ensures speed and accuracy of the OCR process.

Why does MIDP cleanse files?

File cleansing helps us ensure the best possible OCR outcome by optimizing the input, removing noise, and bringing the spotlight to the important parts of the file.

What specifically does file cleansing involve?

Among others Binarization and text smoothing.

What does binarization do?

Binarization converts documents to black and white to enable easier character detection, cropping, background removal and image segmentation helping to focus and identify key data to focus on.

How does text smoothing help?

Text smoothing and filtering, helps remove noisy pixels to improve legibility, while rescaling and size normalization ensure size adjustment to standardize character size and improve uniformity.

What does OCR do?

Optical Character Recognition is an important, yet optional, component in the file pre-processing pipeline. Native text files, such as .txt do not require OCR, making them easier and faster to process. OCR is used to extract text from image files (i.e., ASCII).

Do users need to handle file pre-processing, OCR etc.?

No. All these steps are done automatically and are transparent to users.

Does MIDP feature data anonymization?

Yes, it does. MIDP anonymizes documents, in compliance with GDPR, reducing data handling risk to produce faster outcomes.



Can I put a human-in-the-loop to supervise results?

Yes, and we make available a tool specifically for that purpose. We call it maker-checker, where the maker is our Generative AI, and the checker is the human-in-the-loop to boost accuracies to 100%.

Can I supervise results using voice?

Yes, this is planned on our product roadmap.

Can I use the extracted data to directly populate templates and pdfs?

Yes, this is planned on our product roadmap.

How can I consume Omnitive MIDP outcomes?

Customers can profit directly from the extracted data, or use value added tools such as search, chatbots or predictive analytics to exploit the corporate memory.

How does Omnitive MIDP support Audio & Video files?

Audio tracks in audio and video files are converted to text through speech-to-text technology.

How does Omnitive MIDP classifier work?

During training Omnitive MIDP absorbs patterns and relationships, learning how to distinguish one category from another. During production it applies its learned knowledge to predict the appropriate category for each document.

Is training required for Omnitive MIDP classifier to work effectively?

With zero and one-shot learning a non-technical user need only show the system one sample of each category. The traditional AI training is no longer required due to the power of generative AI – we now simply learn from samples.

Can I customize classification categories?

Yes, Omnitive MIDP classifier helps users easily define categories to accurately reflect and meet specific document management structure needs.

What types of documents can a MIDP classifier handle?

Omnitive MIDP Classifier can handle a wide range of documents, including text-based documents (reports, emails, articles), images (scanned documents, photographs), as well as multimedia content (audio or video transcripts).

Can Omnitive MIDP Classifier handle real-time file classification?

Yes, it can process incoming documents and assign categories in real time, as well as in batches.

Does Omnitive MIDP Classifier perform better for some industries?

Not really. Orkid has built several specific industry focused use cases that allow customers in the BFSI, Legal and Public Service industries to quickly adopt Orkid's solutions, the Orkid engine itself is industry agnostic and can categorize files regardless of industry.



Can Omnitive MIDP Classifier adapt to changes in document content over time?

Yes, it does, and it is a very important aspect to ensure accuracy and effectiveness as content evolves.

How accurate is Omnitive MIDP Classifier?

While accuracy depends on factors like the document quality, MIDP classifier can obtain results above 97% in most of the cases. The addition of a supervision layer (Huma-In-the-Loop) is also available to lift this as required.

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About Omnitive Insight

What is Omnitive Insight?

Omnitive Insight is Orkid's predictive analytics engine. It helps identify patterns, uncover relationships and the interrogation ("slice and dice") of data to make accurate predictions.

How does Omnitive Insight source structured data?

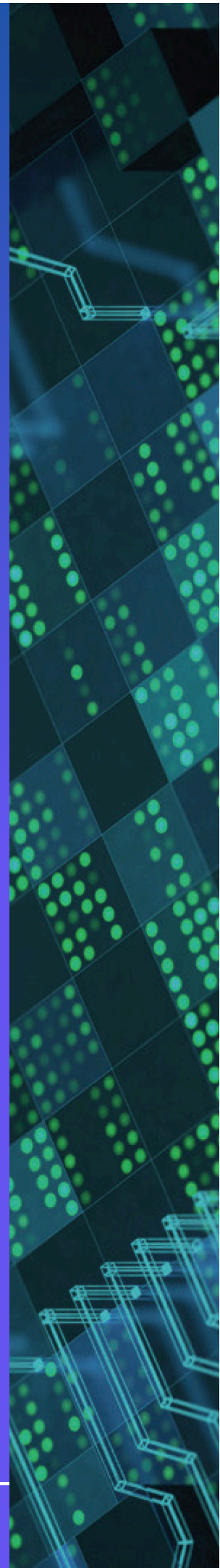
Insight uses Omnitive MIDP to extract and structure data from various sources, such as documents, images, and multimedia content.

Can Omnitive Insight provide real-time predictive insights based on incoming data streams?

Yes, it can provide real-time predictive insights based on incoming data streams, making it suitable for applications that require up-to-the-minute decision support.

Can Omnitive Insight generate visualizations and reports?

Yes, it can generate data visualizations. In combination with Omnitive Partner, it can elaborate reports, and summaries to communicate predictive insights in a user-friendly manner.



About Omnitive Discover

What is Omnitive Discover?

Is Orkid's search engine. It builds atop Omnitive MIDP and helps exploit the corporate memory enabling access to all corporate information.

What types of information can Omnitive Discover index and search for?

It can index and search a wide range of information, including documents, emails, databases, websites, multimedia files, and more. It can search both structured and unstructured information.

How does Omnitive Discover work?

It uses web crawling, data indexing, and search algorithms to create an index of available content. Users can then use search interface to enter queries, and the engine returns relevant results based on relevance ranking and search criteria.

Can an Omnitive Discover integrate with other software applications?

Yes, pre-built integrations with leading CRM, CMS, document management are available, and this is a key functional aspect of Omnitive Discover. Please refer to the integrations section for more information.

Is security a concern when using an Omnitive Discover?

Security is a top priority for Orkid in general. Omnitive features robust access control and authentication mechanisms to ensure that sensitive information is only accessible to authorized users.

Can Omnitive Discover handle natural language queries?

Yes, in combination with Omnitive Partner, it handles natural language queries natively, enabling users to input queries in a more conversational or human-like manner.

Can Omnitive Discover provide analytics on search usage?

Yes, it offers a full range of analytics and reporting features that provide insights into user behavior, popular search queries, and search trends. This information can be used to improve the search experience and content management.

Can Omnitive Discover scale to accommodate a large volume of data and users?

Omnitive Discover has been designed to scale. It can handle vast amounts of data and users.

How frequently does Omnitive Discover index content?

The frequency of indexing can be customized to meet specific needs and is mostly driven by the rate of content changes. Critical files can be indexed more frequently, while less dynamic content can be indexed less often to optimize resource usage.



Does Omnitiv Discover provide federated search capabilities?

Yes, it can query and retrieve information from multiple external data sources or databases, providing a unified search experience across disparate systems.

Does Omnitiv Discover support multilingual content?

Yes, as part of the Omnitiv platform it supports 96 languages and dialects.



About Omnitive Partner

What is Omnitive Partner, and how does it differ from traditional conversational assistants?

Omnitive Partner is a state-of-the-art conversational assistant powered by Large Language Model(s) (LLMs). It is Orkid's interface to query the corporate memory through natural language conversation capabilities.

What type of questions can I ask Omnitive Partner?

Ask for specific data-points, retrieve files, perform calculations, or request a write up, in a nutshell, anything that you would ask a colleague or employee to do.

How does Omnitive Partner work with Discover and Insight?

Omnitive Partner is the brains and conversational interface of Omnitive cloud platform. It works in conjunction with Omnitive MIDP, Omnitive Discover and Omnitive Insight to find the right answers and produce accurate responses using natural language.

Can Omnitive Partner provide responses based on live information sources?

Yes, Omnitive Partner can provide responses based on real-time data.

Can Omnitive Partner assist in complex queries or multi-step tasks, guiding users through intricate data retrieval processes?

Absolutely, Omnitive Partner is capable of handling complex queries and multi-step tasks. It engages in dynamic conversations, clarifies user intents, and guides users through intricate data retrieval processes.

Can Omnitive Partner generate data visualizations, reports, and summaries?

Yes, in conjunction with the rest of functional components in the Omnitive cloud platform, Omnitive Partner can generate data visualizations, reports, and summaries based on the corporate data it accesses. It can present information in various formats to aid in decision-making.



About LLMs

What FMs and LLMs do you use?

We offer our customers the option to use out-of-the-box pre-trained models from third parties, open-source and proprietary sources. Large Language Models (LLM) are or can be pretrained on vast Corporate data and are commonly referred to as Foundation Models (FMs). The FMs contains billions of parameters and variables to go into their actual makeup. A single FM can perform many different tasks, not just one.

Do you require prompt engineering?

No. Omnitive automatically transforms user natural language input into prompts. This completely avoids prompt engineering.

What learning techniques are available?

Users can progress from zero-shot to few-shots and finally model fine-tuning.

Is model fine-tuning available?

Yes. Should zero and few-shot approaches fall short, Omnitive features base model fine-tuning for FMs and LLMs.

Do you offer model adaptation?

Yes, Omnitive leverages LoRA and QLoRA techniques, which are the latest research in model adaptation to reduce training time and cost. Low-Rank Adaptation of Large Language Models (LoRA) is a training method that accelerates the training of large models while consuming less memory. It adds pairs of rank-decomposition weight matrices (called update matrices) to existing weights, and only trains those newly added weights. QLoRA is an extension of LoRA that further introduces quantization to enhance parameter efficiency during fine-tuning. It builds on the principles of LoRA while introducing 4-bit Normal Float (NF4) quantization and Double Quantization techniques.

How does model adaptation work?

Orkid can merge the frozen FM, made of billions of parameters, with the small adapter created during fine-tuning.

Does model adaptation create privacy risks?

No, data privacy is strictly enforced. The cost of hosting a large model is however shared to significantly reducing individual bills for Orkid customers.



About Deployment

What cloud deployment options are available?

We support both, public and private cloud deployments.

Which cloud providers does ORKID support?

Our tech is cloud agnostic. That said, we have a very strong partnership with AWS and many of our customers use that cloud infrastructure.

Is Orkid Omnitive multi-tenant?

Yes, it is.

Does Omnitive offer APIs?

Yes, Orkid is easy to integrate through API REST with virtually any application.

Do you support Docker and Kubernetes?

Yes, we use Docker for creating, sharing, and running individual containers, and Kubernetes for operating containerized applications at scale.

About Data Privacy & Confidentiality

Does Orkid have experience handling confidential data?

Yes, Orkid counts with ample experience dealing with private, as well as secret information for companies and government all around the globe.

How do you ensure data stays private?

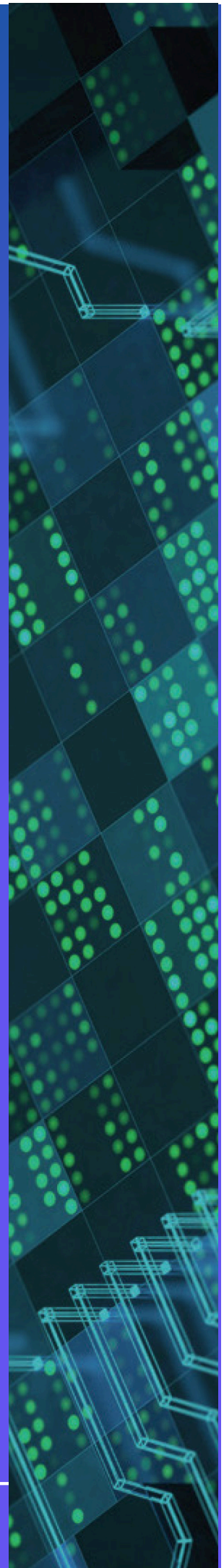
We regularly perform data protection impact assessments, conduct audits, staff trainings, and continuously monitor compliance with GDPR. We always act in compliance with the latest relevant policies and are fully committed to maintaining the highest standards when it comes to keeping customer data safe and private.

How does Orkid ensure data privacy and confidentiality?

We've put together a solid set of policies, procedures, and controls. They help us make certain that data remains confidential, unaltered, and available whenever required.

Does Orkid count with a Data Protection Officer (DPO)?

Yes, we do. Our DPO oversees the implementation and management of our security and privacy policies.



About Consumption

What consumption options are available?

We currently offer Best Efforts and SLA options.

What is Best Efforts?

Best efforts give direct access to the unsupervised outcome of the algorithms.

What accuracies are to be expected with Best Efforts?

It greatly depends on document quality. With reasonable quality documents, classification and data extraction accuracies will normally be upwards of 95%

Is there a supervision tool available to boost accuracies?

Orkid's supervision tool is made available to further lift accuracies as appropriate.

What are the benefits of the Best Efforts consumption model?

- Flexibility to self-review outcomes.
- Faster outcomes.
- Lower price point per outcome.

What is the trade-off of Best Efforts consumption model?

Higher Speed at Lower Cost

What is SLA?

It is Orkid's premium consumption model where outcome is provided in accord with a Service Level Agreement.

How is SLA delivered?

We will agree to a specific SLA in terms of accuracy and speed of delivery of outcomes. Orkid will deploy its team of data engineers to review and improve outcomes and meet the contractual SLA. All outcomes delivered meet the agreed levels of accuracy.

Who is SLA model recommended for?

Recommended for customers that demand the highest level of accuracy and for mission critical applications.

What are the benefits of the SLA consumption model?

- Guaranteed outcome quality.
- Consume and forget.
- Orkid's data engineers in the loop.
- Higher quality per outcome.

What is the trade-off of SLA consumption model?

Higher Value at Higher Cost.



About Solutions

Do you offer integration with RPA tools?

Yes. RPA is an important part of our pipeline and Orkid works with its customers preferred RPA partners. Natively, we also have a strong partnership with IBM and their RPA tool is natively integrated in Omnitive.

What solutions do you offer?

We offer an increasing and ever-growing number of solutions for the verticals we serve. Some salient ones include hyper-automation of Non-Performing Loans and Land Registry Excerpts in Spain, or Oficios in Mexico.

How long does it take to build a new solution?

A few minutes. All we need is a few samples of the documents to process and the list of data-points to extract.

What are the expected accuracies?

Classification and extraction accuracies are in all cases targeted to be at 100%.

How about cost reduction?

As each customer is unique, so too is their business case. Cost reductions through automation are highly dependent upon multiple factors – some within the control of the Intelligent Document Process, others subsidiary or backbone systems, data cleansing processes, processing time windows and many other factors. Orkid typically sees business cases within payback periods of less than one year.

And what about improvements in processing speeds?

Machines always have the potential to be faster than humans. In processes where automation is a fit, processing speeds are typically reduced materially, with Orkid customers typically targeting increased volumes of 2 to 10 x within the same time window of historic processing.



About Sales

Do you sell directly or through partners?

We sell both directly and through channel partners. Partners form a critical part of a customer's landscape as they often provide solutions from multiple vendors and as such are vital to Orkid's go to market approach. Orkid Partners broadly segment into two categories - business and technical. Business Partners work with Orkid in the provision of service and sales coverage. These partners range in scale and focus from Global System Integrators to local and industry niche partners.

Do you offer free trials?

Yes, we do. Customers can test online solutions through issued credit allowing processing at defined reasonable volumes for a limited amount of time to allow customers to use their own data. Orkid supports this process through its Customer Success Team, allowing customers to benefit from Orkid's global experience.

What is the payment cadence?

Typically, monthly. Larger project-based implementations take a traditional enterprise billing approach.

What payment methods do you support?

Credit card or wire transfer.

Do you offer volume discounts?

Yes, we do. Please contact our sales team to discuss your specific needs and find the right balance.



About Maintenance & Services

What types of services does Orkid offer?

The following services are available: Onboarding, Customization, Maintenance & Support (M&S) and Training.

What are the standard M&S terms?

Business days, 9am to 5pm. Depending on the SLA and severity of the incident, other options are also available.

What is the system reliability percentage guaranteed for M&S?

99.99% for all deployment with hardening setup, and 95% up time for non-hardening setup.

Does ORKID M&S offering cater for accuracy?

M&S covers all functional support matters. Accuracy support can be made available as an add-on to the basic M&S package.

Does ORKID offer 24/7 M&S coverage?

We offer a layered tiering of services: Basic, Standard and Premium.

What is ORKID's current support record?

To date, we are proud to have 100% SLA compliance of production incidents. Such strong track record means the world to us, and we will continue to strive to maintain it.

Is there an emergency hotline?

Yes, hotline assistance is provided for standard and premium tier in emergency situations. For other incidences, such as a non-critical bugs, we recommend our clients to use the JIRA Service Deck which is the platform that our support team monitors.

Can you quickly summarize Orkid's severity definitions?

Severity 1:

- Production use of the Software is halted. System hangs indefinitely or crashes repeatedly.

Severity 2:

- Implementation or production use of the Software is compromised but does not halt work.
- There is impact on the productivity or critical business processes.
- Material Software features are unavailable or access to such features is materially delayed with no acceptable workaround.

Severity 3:

- Minor Software or product features are unavailable and Licensee experiences minor loss of productivity.
- Such unavailability has no material impact on End User's time or ability to complete a business function.



Other:

Licensee would like to request new functionality or features to be added to an existing product or requests general technical support or information; no specific problem reported.

What is the acknowledgement time for each of these severity levels?

Severity 1: 4 hours

Severity 2: < 1 day

Severity 3: < 3 business days

What is the resolution time frame for each of these severity levels?

Severity 1: within 24 hours

Severity 2: within 3 business days

Severity 3: within 1 business week

