

WEBCON

Where Data and Processes Meet AI

3 reasons to invest in WEBCON
and maximize artificial intelligence capabilities across your organization



#1 WEBCON provides a strong base for AI implementation

Any serious use of artificial intelligence that delivers measurable business value starts with high-quality data.

To avoid the classic “garbage in, garbage out” problem, **data processed by AI must be:**

-  **complete**
-  **consistent**
-  **up to date**
-  **accurate**

Process-driven applications most effectively ensure data quality. They systematically and continuously collect, validate, and update information.



WEBCON is natively designed to process, structure, enrich, and maintain data through business processes. That’s why it serves as a reliable, enterprise-grade foundation for scalable and effective AI adoption.

#2

WEBCON enables smart and controlled use of AI

With the rapid adoption of Large Language Models (LLMs) and generative AI, **Shadow IT – the unauthorized use of IT solutions – has never been more widespread.**

The biggest risks include data leaks and loss, unauthorized access, decisions based on inaccurate or unverified informations.

Beyond security policies, **AI-powered tools in a controlled,** enterprise-ready environment reduce Shadow IT most effectively. These tools genuinely support employees in their daily work.

69%

of organizations suspect or have evidence that employees are using **unauthorized public GenAI models** ¹

Gartner®

¹[Gartner Identifies Critical GenAI Blind Spots That CIOs Must Urgently Address](#)

WEBCON customers leverage a broad range of AI functionalities across their entire organization:



AI-powered application prototyping

(business analysts, process owners)



Personal AI Assistant

(end users)



AI Agents and AI-assisted system configuration

(power users, IT teams)

Importantly, all AI usage is **fully governed**, covering access to data (permissions and authorization), cost control (AI token consumption), and usage scope (system configuration).

This approach delivers the right balance between employee expectations and enterprise-grade security.



#3

WEBCON delivers hyper-automation powered by processes and AI

Market-leading organizations – or those aspiring – must intelligently combine tools and methods for sustainable competitive advantage.

As a BPM-class platform, WEBCON enables end-to-end automation of processes and tasks through a wide range of built-in mechanisms, enhanced by AI.

The result: a complete toolkit for implementing hyperautomation at scale.

Below are the key AI use areas within business process execution:



Working with documents:

- document summarization
- document comparison
- document classification
- document indexing



Working with content:

- content creation
- content validation
- content translation
- voice note transcription



User productivity support:

- form auto-filling based on documents or images
- data analysis
- anomaly and fraud detection



Handling requests and cases:

- sentiment analysis
- automated responses
- solution recommendations based on knowledge bases

Examples of AI use in business processes:



Legal / Law Firms

Classification of incoming correspondence, language detection, recipient identification (company, business owner), document type recognition, and automatic routing to the



Customer Service

Automatic generation of responses to incoming inquiries (e.g., case status, expected completion time).



Invoices

Extraction of data from domestic and international invoices (header and line items) as an alternative to OCR; automatic cost center allocation based on historical data or predefined rules.



Helpdesk

Suggested solutions based on problem descriptions; AI-generated and refined response content.



Complaints Management

Complaint classification, sentiment analysis, recommended corrective and preventive actions, root cause analysis.



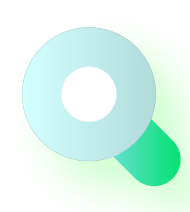
Business Travel

Automatic completion and settlement of travel expenses based on invoices and receipts.



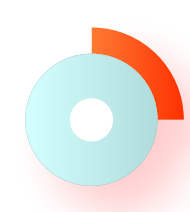
Orders

Self-service order placement supported by AI assistance.



KYC

Initial background research on business partners.



Audit

Automated verification of photographic documentation.



Contracts

Contract comparison, voice note transcription, and preliminary risk analysis.

Sample WEBCON application orchestrating AI agents and a business process:

A complaint-handling process combining diverse AI capabilities with a “human-in-the-loop” approach.

Click the icon  to learn how WEBCON use AI in the complaint management process.

