

## **Bachelorarbeit**

Künstliche Intelligenz (KI) im Enterprise Content  
Management (ECM)

zur Erlangung des akademischen Grades  
Bachelor of Science (B.Sc.)

vorgelegt dem

Fachbereich Mathematik, Naturwissenschaften und Informatik  
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## **Abstract**

This bachelor thesis is intended to clarify the link between AI and ECM and to provide an overview of the possible applications of AI in ECM. It will show how ECM systems have developed further through AI and which opportunities and challenges arise as a result. The focus here is to work out which trends are present in the development of ECM on the basis of existing providers. On the other hand, the opportunities and challenges that AI brings for ECM are to be considered.

Enterprise content management makes it possible to manage, process and archive company information in a uniform manner. In this way, information can be found more easily and annoying work steps can be automated so that it is not necessary to spend so much time searching for documents in digital folders or files. Digitalisation is advancing more and more and the amount of data in companies is constantly increasing. In order to cope with the new circumstances, ECM must evolve and use new technologies such as artificial intelligence.

When AI is considered in the field of electronic document processing as well as ECM, it can be seen that AI is used for "intelligent document recognition", "knowledge extraction" or "Robotic Process Automation" (RPA). Through the use of AI, it is possible to classify content from information and to put this information in context with already existing information and to compare it. By comparing existing providers, it becomes clear that ECM is in a constant state of change and has been able to develop and improve in many areas. If we take a closer look at the opportunities and challenges, it becomes clear that the development of AI in ECM is not yet at an end.