

Service Description: d.velop pilot

Overview

d.velop pilot (hereinafter “the software”) enables you to interact with your documents using natural language inputs. The software makes use of state-of-the-art artificial intelligence technologies known as large language models (LLM). LLMs are used to interpret your natural language inputs and translate them into corresponding software actions. You can use this function to get a concise summary of long documents, for example. d.velop pilot is an optional extension to your existing d.velop documents product and is offered exclusively for the cloud versions of d.velop documents. The software is a free, limited-time offer.

Scope of functions

d.velop pilot adds the following two components to your existing d.velop documents archive:

- **Smart import** – During document import, LLMs are used to automatically determine the document type and document properties. The detected content is displayed to users in the indexing dialog of the inbound app and marked accordingly. Users can also use a chat function to ask specific questions about the processed document (known as “prompts”) in order to determine further properties or execute predefined prompts on documents.
- **LLM context action** – d.velop pilot offers a context action in the document detail view that gives you access to further, experimental product features based on LLMs. Sender information and a short summary of the document are returned. Depending on the type of document, further useful information may be automatically determined. In addition, you can use the chat function to ask questions about the contents of the document in natural language.

The above-mentioned features are offered on top of the usual d.velop documents functions. You need an existing d.velop documents (cloud) system to use them. d.velop pilot provides experimental features using third-party providers (see below). We therefore do not recommend using it with live archives.

Use of third-party AI providers


LLMs are still under development and are offered by specialised providers. d.velop pilot currently offers you the choice between LLMs from two providers: Aleph Alpha GmbH or OpenAI OpCo, LLC. In the ConfigApp provided by d.velop documents, you can use the configuration dialog to select which provider you want to use. Please note that the choice of provider will significantly impact the performance of the software.

To provide the above-mentioned features, we transfer your inputs, i.e. the plain text of all processed documents as well as your natural language inputs, to the selected AI provider. The data is transmitted in encrypted form using an API provided by the provider. The provider’s data processing guidelines apply. For more information, please refer to the attached privacy policies or DPAs.

If you use OpenAI, we explicitly point out that your data is transferred to third country outside the European Union. We strongly advise against processing sensitive content, in particular personal data as defined by the GDPR.

Differentiation from existing performance

d.velop pilot integrates into your existing d.velop documents archive. However, content is processed by the above-mentioned features only as the result of explicit user interaction. This is the case when:

- You explicitly select the import profile “AI-supported recognition” when using the inbound app to import new documents. For a batch configured with this import profile, all content is analysed using LLMs. The data contained (plain text of the documents) is transferred to the selected LLM provider.
- You select the d.velop pilot context action in the document detail view using the button ().

If you use *neither* of these two interactions, *no* content is transmitted to the selected AI provider.

How your inputs are used

d.velop reserves the right to use the data you process in the above-mentioned features in anonymised form to improve our products. We record both the plain-text content and the natural language inputs that you enter when interacting with the software. We store this data for a maximum of 90 days. The storage infrastructure is provided by Amazon Web Services. The data is encrypted when stored and processed. The attached technical and operational measures (TOM) are implemented to protect the data from access by third parties.

Costs and duration of use

d.velop pilot is available to customers free of charge and for a limited time until 12/31/2023. After that, the described features are no longer available. You are not entitled to continuation or replacement of these features for the software. d.velop reserves the right to integrate further LLM-based features into the product range elsewhere and under a different name. These may be subject to a fee.

Disclaimer of warranty / Responsibilities

LLMs are an experimental technology. We therefore advise against using them for live archives. In contrast to d.velop documents, we do not make any assurances for d.velop pilot with regard to the processing of social data within the meaning of Section 67 Para. 2 of the new German social code (SGB X), or the protection of banking secrecy and the protection of professional secrets within the meaning of Sections 203, 204 of the German Criminal Code (StGB). We therefore strongly advise against using the product in the contexts mentioned.

We do not guarantee that the results obtained with d.velop pilot (e.g. the document types and properties determined) or other LLM-based content (i) are complete, appropriate or accurate, nor (ii) that there will be no loss of data or impairment of data integrity in imported documents.

Furthermore, it is your sole responsibility to check and ensure that:

- The use of LLM-based software is permitted for the purpose for which you intend to use it, and
- Documents and prompts which you import do not infringe the rights of third parties. If they do, you may have to obtain the necessary consents or licenses from these third parties in advance.

Known limitations

Due to its experimental character, d.velop pilot is currently subject to some limitations.

- Service limits – We currently limit usage to 1,000 requests per tenant per month. When this hard limit is reached, LLM-based features will no longer be available – until further notice. This limit ensures that we can make the limited resources from downstream providers available to as many customers as possible.
- Rate limits – Use of the associated LLM services (OpenAI / Aleph Alpha) is restricted to a certain maximum amount of data per minute. Due to these restrictions, certain requests may not be processed correctly or may not return a result for the time being.
- Long response times – LLMs are based on very elaborate calculations. Therefore, there may be waiting times of 20 to 30 seconds for certain requests.
- Timeouts – Beyond these waiting times, longer documents may lead to timeouts during processing. In these cases, you will not receive a reply in the chat. Certain results are unavailable in the LLM context action for the time being.
- Hallucination – In certain cases, the underlying LLMs may invent information in ways that cannot be predicted. This problem, known as “hallucination,” is a fundamental limitation of current LLMs.
- Training cutoff – The underlying LLMs incorporate training data only up to a certain point in time. They are therefore not able to process your data in combination with more up-to-date information. This is a fundamental limitation of the LLMs used.