

AVOIDING AI LOCK-IN

Why Open IDP Platforms Like ImageTrust Are the Future

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Over the past two decades, enterprises learned a hard truth: **transformation without flexibility becomes dependency**. In today's AI era, adopting a single-vendor "all-in-one" can quietly lock you into their roadmap, limiting your ability to adapt. As document automation becomes core (ingest → classify → extract → redact), relying on a closed platform turns digital transformation into **digital dependence**. And when models evolve every month, lock-in means this: *you built the engine, but you don't own the keys*.

The Real Cost of Closed AI Platforms

At first glance, using a bundled "end-to-end AI document solution" might seem smart. But the deeper you go, the harder it becomes to pivot or scale. Tightly coupled systems can become barriers to change.

Here's what's really at stake:



Loss of leverage: Vendors know when you're locked in — and they'll price accordingly. In fact, a 2025 survey of 1000 IT leaders found that 45% say vendor lock-in has already hindered their ability to adopt better tools.



Innovation bottlenecks: You move only as fast as your vendor prioritizes.



Rigidity: You can't switch AI models, reconfigure data flows, or scale easily.



Integration barriers: Closed systems resist connecting with CRMs, ERPs, case management platforms, and cloud storage tools, requiring costly workarounds.

Case in Brief:

A regional agency invested heavily in a claims processing platform with embedded AI tools. When a better, more accurate claims-focused AI model became available, they couldn't adopt it — since migrating their workflows would be costly and time-consuming. They stayed locked in, missing efficiency and accuracy gains that **model-agnostic** competitors captured immediately.

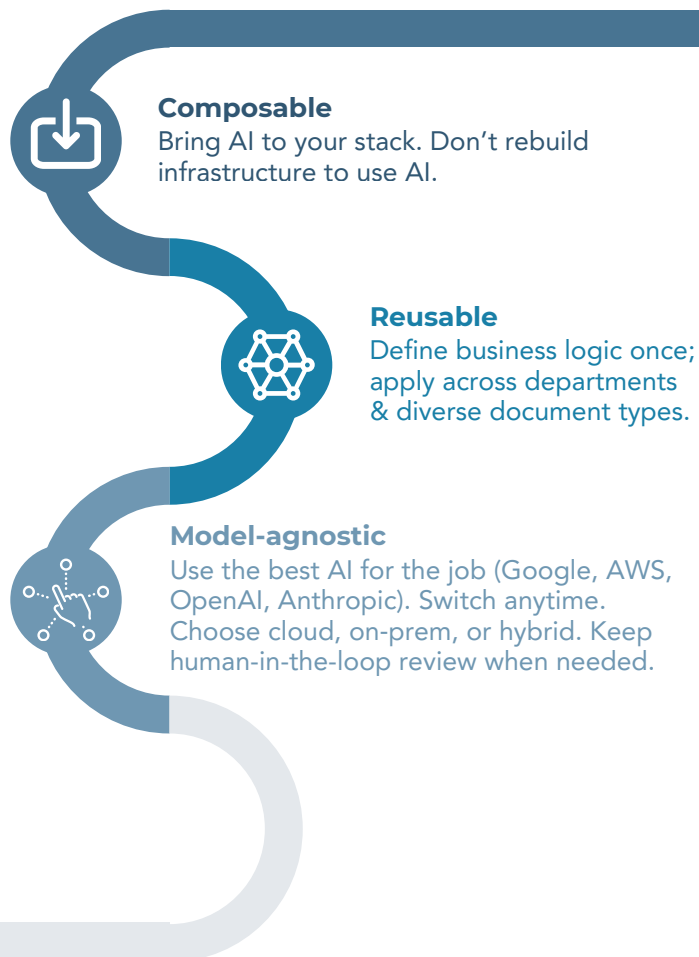
Why the Risks Are Rising, Especially in Document-Heavy Workflows

The rise of LLMs and Generative AI is transforming everything, including how documents and data are classified, extracted, and validated. That transformation brings with it new business risks:

- **AI is now embedded in critical processes:** Insurance claims, healthcare records, government records management, etc.
- **AI model performance varies:** Businesses need the freedom to choose the best one, per task.
- **U.S. enterprises lead in AI spending:** Businesses are facing increasingly stricter data laws, compliance requirements, and cloud mandates.
- **Regulation is tightening:** With data residency and transparency laws (like GDPR and the EU AI Act), opaque “black-box” processing is penalized.
- **Control matters:** In regulated sectors like state and federal agencies, banks, and healthcare providers, not having control over where their data goes or how it’s processed is no longer just a security concern, it’s a strategic liability.

The Alternative: Open, Modular, & AI-Neutral Document Processing

To future-proof their AI investments, forward-thinking enterprises are shifting to open IDP platforms like ImageTrust. These systems are built from the ground up to be:



Whether you're using Box, SharePoint, Salesforce, or custom-built systems, ImageTrust lets you plug document AI and generative AI services directly into existing capture workflows, so you can automate immediately upon intake. You don't need to build a new workflow for every new document type or AI model. In short: You're not tied to any one model. And when better models emerge, you can switch with minimal friction.



Reusability = Long-Term Agility

Reusability isn't just a technical buzzword — it's a strategic imperative.

- **Faster deployment:** Launch new workflows in days, not months.
- **Lower costs:** Fewer rebuilds, less rework, and easier updates.
- **Scalability:** Reuse logic across thousands of document types and multiple departments.
- **Resilience:** If a model underperforms or costs spike, **swap it—no platform rebuild.**

Open Standards Keep You in Control

Open standards are the backbone of long-term freedom. IDP platforms like ImageTrust support:

- **REST APIs** for universal integration
- **Open data formats** like JSON, XML, PDF/A
- **Plug-and-play adapters** for LLMs, OCR engines, & validation models

Steps to Stay in Control

To avoid future regret, start now:

- **Prioritize Vendor-Neutral IDP Platforms:** Look for solutions that connect to all major AI models, not just one.
- **Push for data portability:** Your data shouldn't be trapped in proprietary formats.
- **Insist on modular workflows:** So each step (capture, classify, redact) can evolve independently.
- **Evaluate total cost of change:** Not just cost of adoption. Think years ahead.

Final Thoughts: Future-Proofing Your Document AI Stack

IDP is now the **connective tissue** for enterprise AI. As regulations, AI capabilities, and cloud strategies shift, the last thing you want is to be locked in to a platform that can't change with you. ImageTrust is built for agility, modularity, and ready for whatever AI comes next—and designed so **your data, logic, and workflows remain yours.**

Contact Us to
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