



Vendor Vignette

Retarus

Retarus offers an adaptable and scalable IDP platform and decades of experience in communication services. With its focus on AI innovation, advanced EDI integration, and customer-centric design, Retarus is positioned to deliver comprehensive value in supply chain and enterprise document workflows.

Founded 1992 | HQ Munich, Germany | 500 employees (approx.) April 2026





The Company

Retarus is a privately owned company specializing in enterprise communication services and intelligent document processing (IDP). The company was founded in 1992 and is headquartered in Munich, Germany. Originally focused on email communications, Retarus has expanded into diverse domains, and its enhanced IDP solution marks a significant step forward in automating document-heavy workflows for supply chain, finance, and messaging services. Retarus leverages its expertise in communication channels such as electronic data interchange (EDI) and fax to integrate IDP seamlessly into broader enterprise ecosystems.

Over three decades, Retarus has cultivated a reputation for scalability and reliability in enterprise-grade communication. Notable milestones include the following:

- **Broad ecosystem integration.** Retarus has built an extensive network with over 20,000 EDI partners globally, enabling efficient supply chain communication.
- **Vertical specialization.** Primary use cases include purchase-to-pay and order-to-cash processes, with plans to expand into areas such as claims processing and KYC validation.
- **Global reach.** Retarus services multinationals across industries, often rolling out solutions in pilots before scaling to other countries.



The Technology

Retarus' IDP platform combines cutting-edge AI technology with a focus on scalability, compliance, and usability, offering a well-rounded solution that integrates with diverse enterprise workflows. This section contains an in-depth look at the technology driving Retarus' IDP capabilities.

End-to-End IDP Solution

Retarus positions its cloud-based IDP system as an end-to-end solution, covering the complete lifecycle of document processing from ingestion to validation to export. The platform is built around two API layers: an ingestion API and an exporting API; this enables data to flow smoothly into enterprise ERP systems such as SAP and Oracle. Retarus supports multiple input channels, including email, fax, and scanned image uploads, and can ingest documents in any format (e.g., PDF, XML). Exported data is available in structured formats such as JSON and XML.

Human-in-the-Loop (HITL) Validation

Retarus integrates a human-in-the-loop mechanism to refine data accuracy when AI encounters edge cases or low confidence levels. A split-screen design links extracted fields to their original document locations, ensuring quick corrections. This efficient interface means operators can flag uncertain data for internal or external review, facilitating collaborative problem-solving. The platform is customizable, allowing clients to configure confidence thresholds, mandatory fields, and validation rules; for example, critical fields like buyer information can be set to auto-validate against master data or flagged for review based on confidence values.

EDI Integration and Supply Chain Strength

One of Retarus' unique value propositions is its advanced integration between the IDP and its established EDI services. The IDP solution is part of the Retarus Enterprise Cloud, connecting it to EDI services as well as other services such as fax, email, workflow, and SMS (see Figure 1).

Retarus has connected over 20,000 trading partners within its EDI ecosystem, supporting formats ranging from VDA records to SAP IDocs and providing supply chain versatility. The platform bridges the gap between legacy systems and modern ERP tools, and this adaptability ensures continuity during migrations (e.g., from on-premises setups to cloud environments).

Scalability and High-Volume Processing

Retarus excels in processing large-scale document workflows. The platform is optimized for customers handling upwards of 100,000 documents annually, with some enterprises processing over 1.2 million orders per year. Customization is available

for multinational corporations, and Retarus enables phased rollouts across pilot countries, ultimately scaling solutions to meet global demands. Retarus operates its cloud-based IDP in its self-owned and operated data centers using a scalable multi-tenant architecture.

Customer-Led Model Training

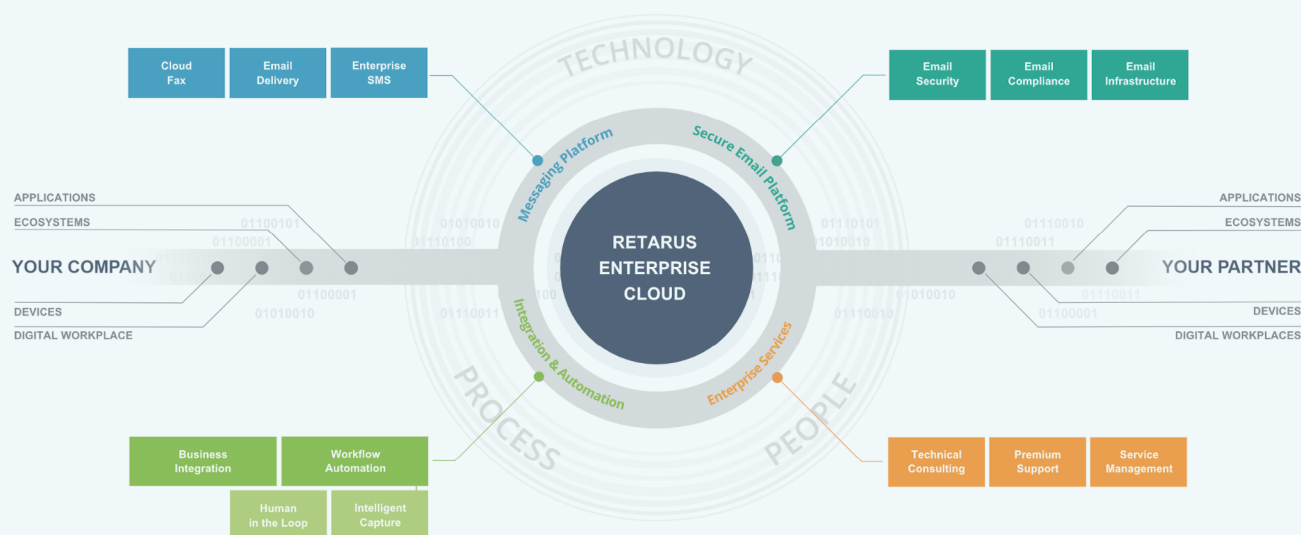
Retarus IDP, powered by Mistral LLM, is designed to adapt to customer-specific workflows. Customers can request custom models trained on proprietary datasets, enhancing accuracy for niche use cases. Retarus is also developing automated master data lookups, streamlining data validation processes across major platforms.

The Roadmap

The company is actively exploring advanced capabilities to expand IDP functionality via fax portal integration and agentic AI integration. Building on its robust fax services, Retarus aims to create a portal that intelligently extracts data from inbound faxes, catering

Figure 1

Retarus Enterprise Cloud Integrates Its IDP and EDI Services



to high-volume customers in sectors such as healthcare and banking. And Retarus plans to incorporate AI-driven agents capable of handling sentiment analysis, classification, and workflow routing, unlocking new value areas.

Our Opinion

Retarus differentiates its IDP offering through integration within its enterprise-grade cloud platform. The company’s expertise in communication channels such as fax, email, and EDI positions it as a very strong contender for invoice, healthcare, banking, and supply chain-centric document workflows. The customer-specific model optimization capabilities empower enterprises to streamline processes effectively, particularly in high-volume scenarios.

However, Retarus’ transition from service-oriented solutions to a product-first approach could benefit from clearer positioning in competitive markets. Additionally, scaling the platform to accommodate smaller-scale use cases may widen its customer base further.

Advice to Buyers

Enterprises in supply chain, healthcare, and finance should consider Retarus as a reliable IDP solution for managing complex document workflows, especially where email and fax communications are important. Buyers should assess Retarus’ ability to integrate with existing EDI and ERP systems during pilot phases. Be sure to evaluate the scalability of the solution for global rollouts across multinational operations, and leverage Retarus’ custom AI model training to fine-tune accuracy for specific use cases.

SOAR Analysis

Strengths

- Robust integration with EDI and ERP systems
- High-accuracy LLM processing framework
- Experts at email and fax communications

Opportunities

- Expand use cases to include claims processing and KYC
- Launch advanced AI agents for sentiment and workflow analysis
- Grow the USA market

Aspirations

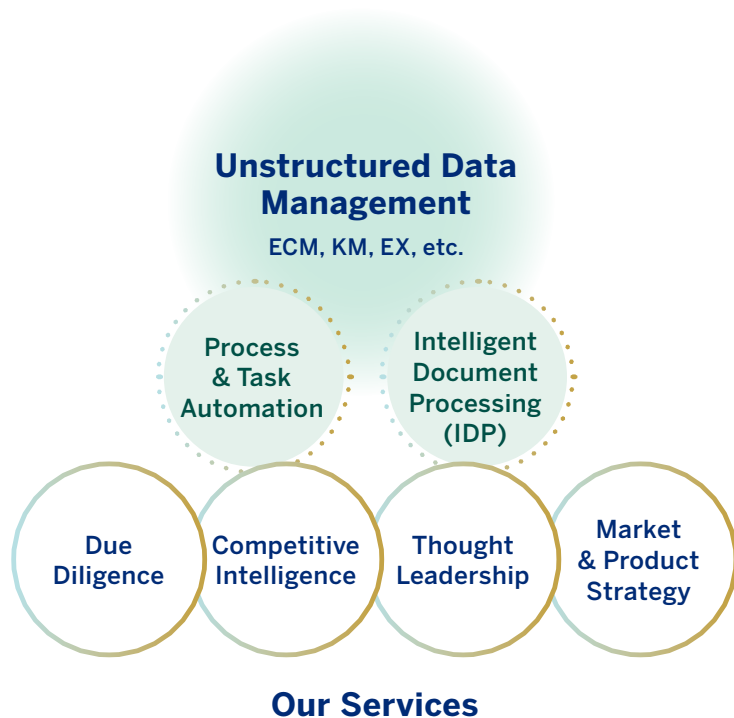
- Establish leadership in AI-powered supply chain workflows
- Develop next-gen fax document intelligence

Results

- Connected 20,000+ trading partners within its EDI ecosystem
- Achieved high customer retention in vertical markets

About Deep Analysis

We Research Innovation



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The firm's work is built on decades of experience advising and consulting to global technology firms large and small, from SAP, Oracle, and HP to countless start-ups.

Led by Alan Pelz-Sharpe, Deep Analysis works with technology vendors, buyers of enterprise technology, and investors in the ECM and enterprise automation market to improve their understanding of the information management technology landscape and provide actionable guidance.

Deep Analysis' timely book, "Practical Artificial Intelligence: An Enterprise Playbook," outlines strategies for organizations to avoid pitfalls and successfully deploy AI.

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