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NOVO Mail



FOR BUSINESSES ...

... AND FOR CUSTOMERS.

Fast

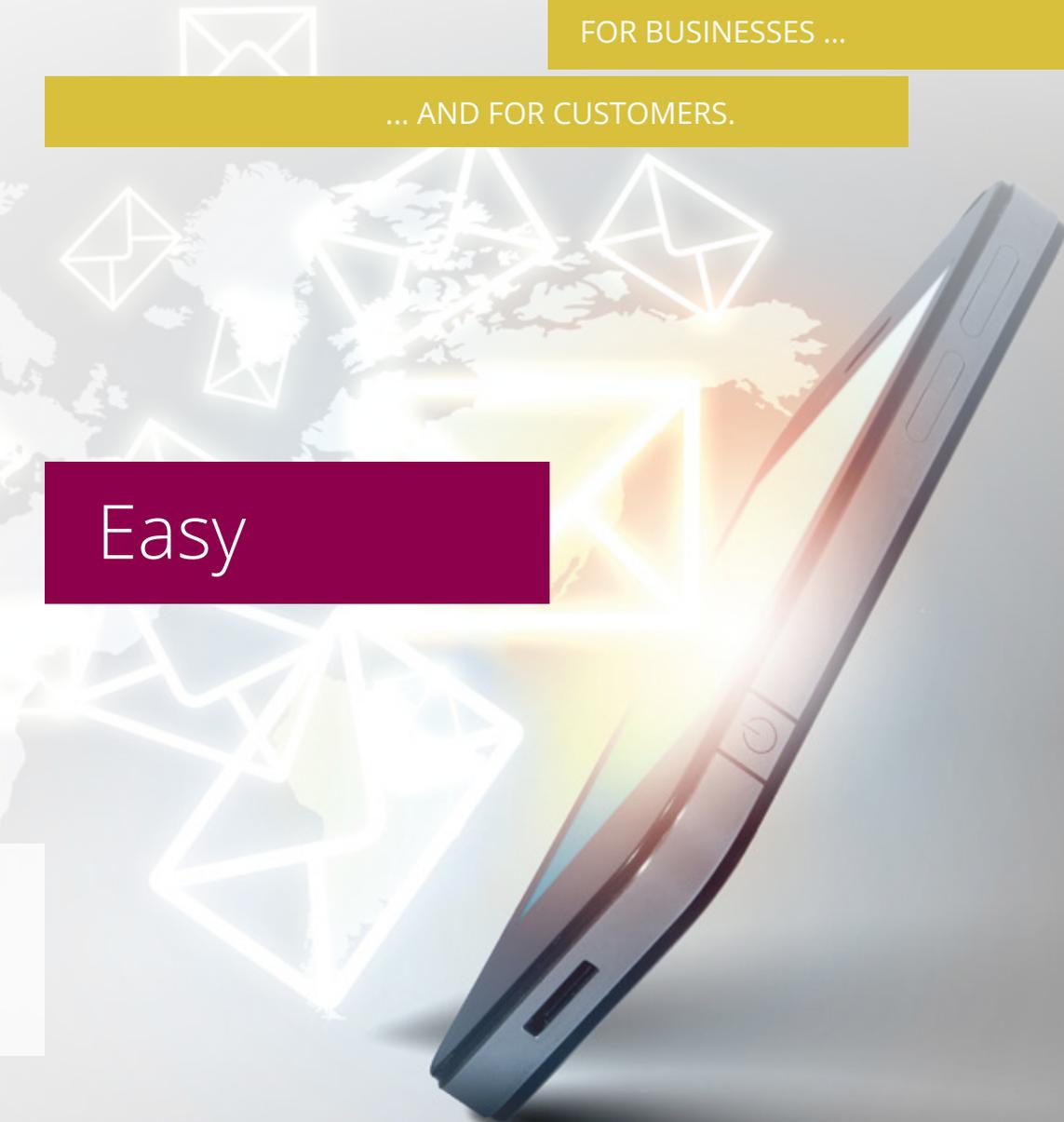
Convenient

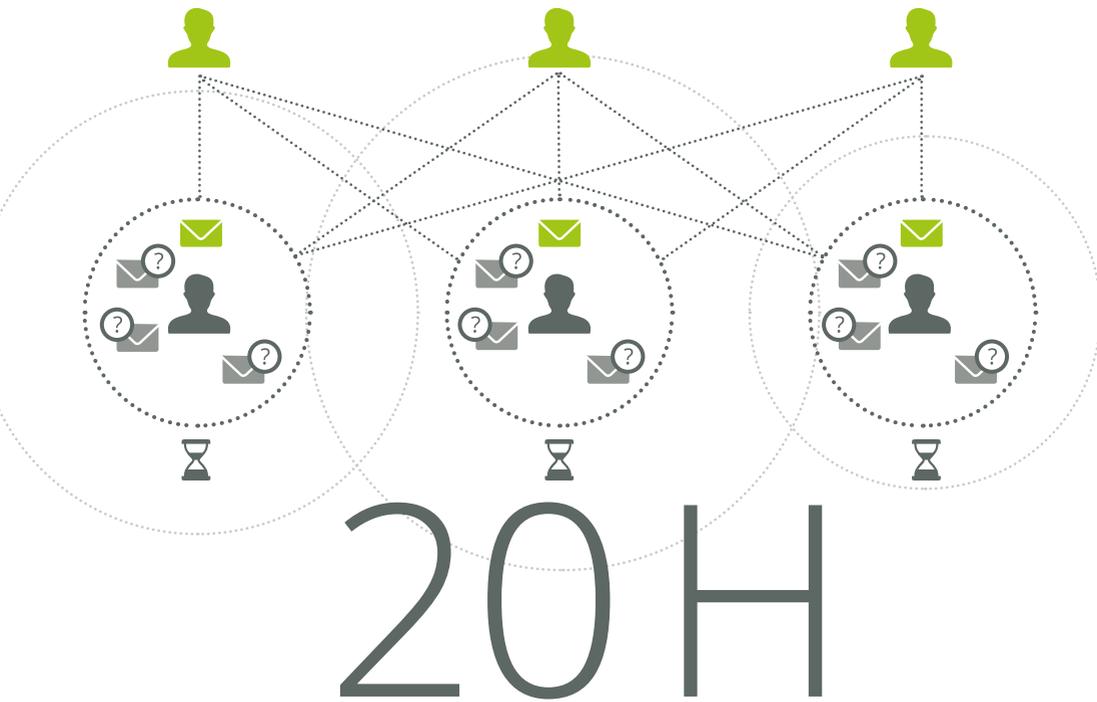
Easy

You can have data without information,
but you cannot have information without data.

Daniel Keys Moran

Just send an email and have it processed right away?
That's how many of your customers think it works. This type
of communication is fast, easy, and most importantly free.
For businesses, however, this means hundreds or even
thousands of emails every day!





TIME REQUIRED

EVERY WEEK FOR EMPLOYEES TO WRITE, SORT, ANSWER

AND DELETE EMAILS

Unstructured email classification – or even entirely lost emails

Time-intensive manual processing for incoming emails

Opaque processes, impossible to keep track of

Stressed or overwhelmed staff

Unnecessarily high costs

NOVO MAIL

THE CUSTOMER EXPECTS

Rapid confirmation of receipt

A response on the same day – ideally, immediately
(Emails don't require 2-3 days shipping)

A response through the same channel > format continuity
(Customers no longer accept letters in response to emails)

A personalized response email, addressing them personally and
acknowledging the content of their message > Customer appreciation

IMPRESS YOUR CUSTOMERS

STAND OUT FROM THE CROWD

▶ NOVO MAIL

NOVO MAIL

AUTOMATIC EMAIL PROCESSING

04

05

NOVO MAIL

NOVO Mail automatically analyzes your incoming emails, assigns them to the correct business process and hands them over to your archive.

During processing, NOVO Mail identifies personal and transaction-related details in both scanned documents and digital information such as emails and their attachments, all without any manual intervention. "Fuzzy searching" means that even widely-distributed, incomplete or incorrect information can still be correctly assigned. Thanks to the system's very high recognition rate, manual post-processing work is kept low.

NOVO Mail supports all document formats and all input channels, and its modular structure means it can be customized to meet the exact needs of your business.

Import data and documents from all communication channels:
scanned mail, email, social media ...



Scanner



Email



Social Media



Fax

NOVO MAIL



Classification

Identify the transaction and assign to the relevant internal business process (NOVO Smart Classify)



Extraction

Identify information using fuzzy searching (NOVO Smart Data)



Conversion

Conversion of all incoming document types to PDF/A (NOVO Convert)



Compression

Reduce the file size of both color and black/white documents (NOVO PDF Compression)



Signature

Digital, legally-compliant document signature (NOVO Sign)



Response

Automatic personalized response to customer (NOVO Response)

PDF documents and metadata transferred to archive and to administrator



Customer file



Administrator



INTERNET



MOBILE



WORKSTATION

OVERVIEW OF FUNCTIONS

BONUS: DIGITIZE EVERYTHING

All media, all input channels (mail, fax, scans, social media)

PHYSICAL AND DIGITAL DOCUMENT PROCESSING

AUTOMATICALLY IDENTIFY TRANSACTIONS

AUTOMATICALLY EXTRACT CUSTOMER DATA AND INFORMATION

AUTOMATICALLY INITIATES INTERNAL PROCESSES

INTERFACES WITH RESPONSE MANAGEMENT SYSTEM

to provide a professional, personal response

REVISION-SAFE ARCHIVING



NOVO MAIL

ADVANTAGES TO YOUR BUSINESS

Clear, comprehensible and complete business processes

Universal process automation and management

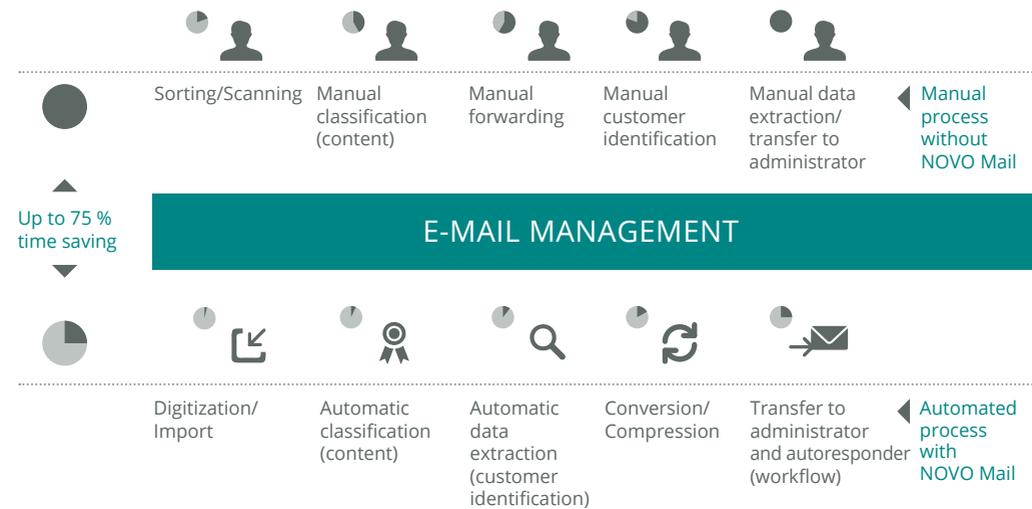
Reduced manual work thanks to automatic (black box) processing

Increased service and process quality

Process customer requests faster

> Increase customer satisfaction immeasurably

> Improve your image for competitive advantage



EVEN MORE ADVANTAGES

Increased service and process quality

Scalable – handles even large volumes of data

Total integration into downstream processing, ensuring format continuity

Comply with legal archiving and documentation requirements

Enhanced customer loyalty through qualified response management

> Reduced printing costs

Everything in one place – from input to output

40%

REDUCTION IN PROCESS COSTS

>70%

REDUCTION IN

DOCUMENT CLASSIFICATION COSTS

NOVO MAIL

ADVANTAGES TO YOUR CUSTOMER

Fast, personalized response

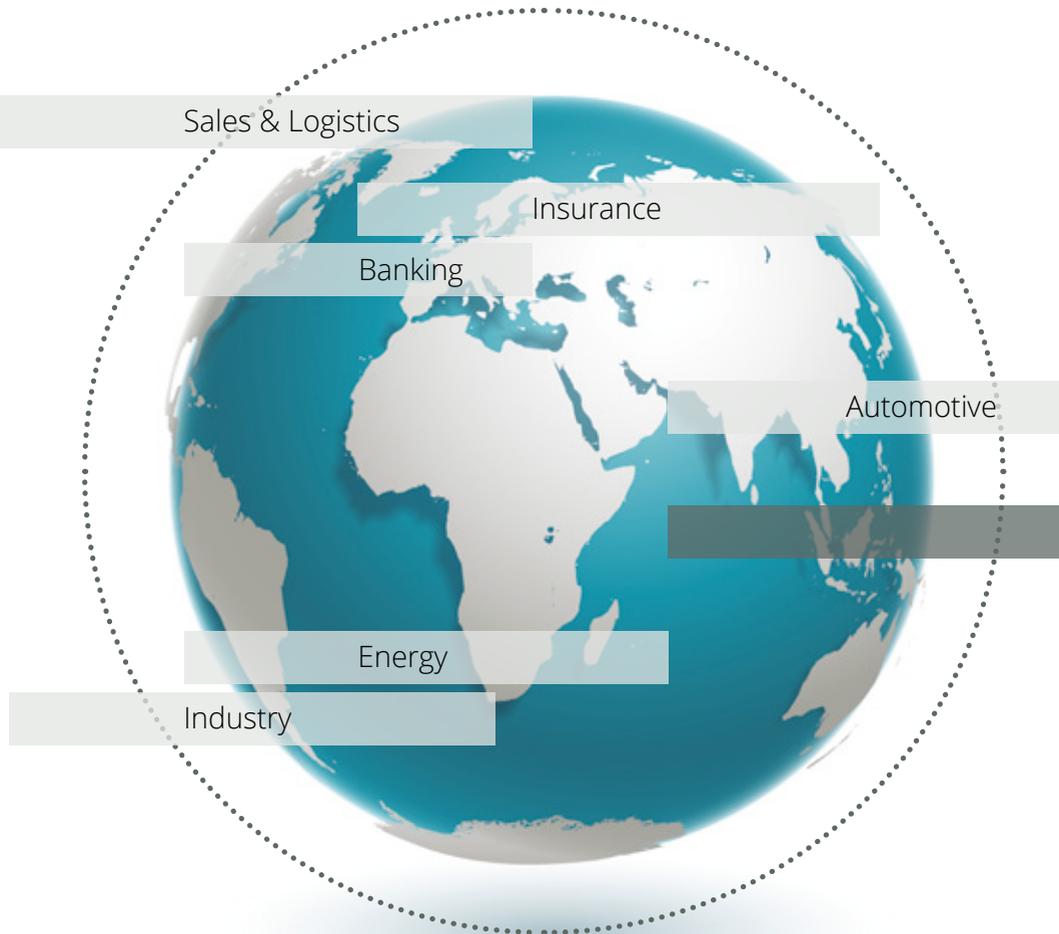
Avoid record fragmentation (input channel = output channel)



WHO IS NOVO MAIL FOR?

NOVO Mail is aimed at any business which places the customer – and customer satisfaction – front and center in all business processes.

ONE FACE TO THE CUSTOMER



NOVO MAIL

USE CASES

Introducing NOVO Mail at SBK, Germany's largest company health insurance fund, produced the following successes in just 6 months:

- > Reduced customer-to-processing times
- > Optimized processes reduced costs
- > Approx 2.5 million documents processed per year in around 400 different document classes across all business departments
- > 75 % of documents automatically assigned to internal business processes
- > 85 % of customer data automatically recognized
- > 40 % "Black-box processing"
- > 100 % legally-compliant archiving
- > 100 % complete customer records
- > 100 % of all communications channels handled by a single platform

... and more.

NOVO PDF COMPRESSION

“Are we scanning in color, or black and white?” “Is this email attachment too big to send?” “Is our archive bursting at the seams?” From now on, these questions are a thing of the past.

NOVO PDF Compression lets you process color PDF documents which take up just 1/10 of the original storage space while retaining the same level of quality.



Scalable, high-quality images; very small file sizes

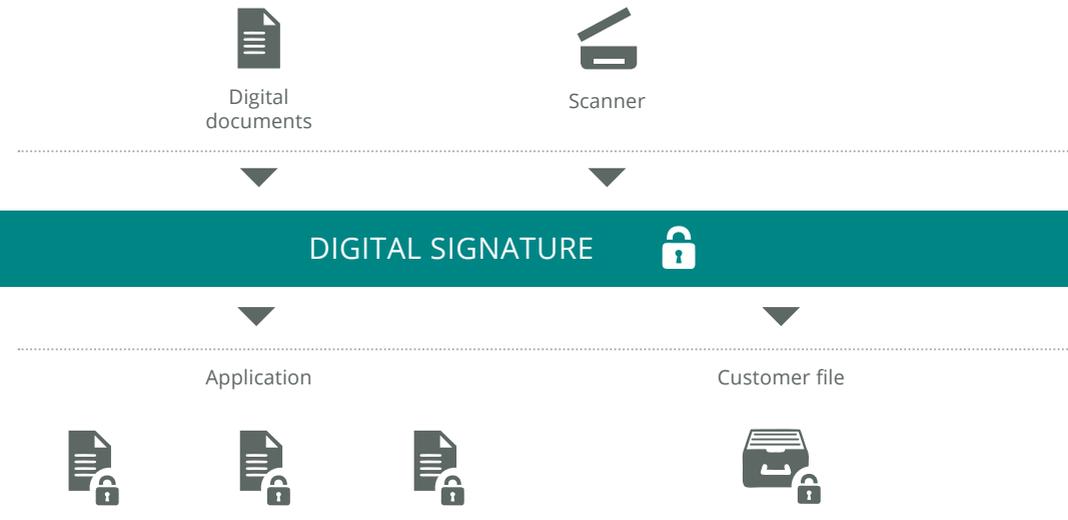
Better color quality than conventional compression techniques

Less storage space required for PDF or PDF/A files

NOVO MAIL HIGHLIGHTS

AUTOMATIC EMAIL ARCHIVING

Your emails are handed over to the archive in compliance with all legal regulations, converted to PDF/A and assigned a professional digital signature. This ensures total integration into customers' records. Emails can be easily accessed in the same format using Outlook.



Maintain legal storage and documentation requirements

Employees have access to customers' entire records at any time

NOVO SMART CLASSIFY

Document chaos? NOVO Smart Classify automatically and accurately identifies incoming documents and their content, then assigns them to the correct business process and administrator.



NOVO SMART CLASSIFY



NOVO MAIL HIGHLIGHTS

NOVO SMART CLASSIFY

Faster business processes, reducing costs

Maximum automatic classification rate

Less manual work, saving time

Let your employees focus on your core business

SAVE TIME

REDUCE COSTS



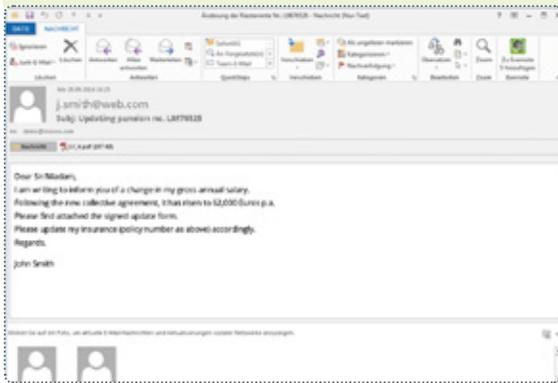
EXAMPLE: AUTOMATIC EMAIL PROCESSING



Email notification from the customer

01

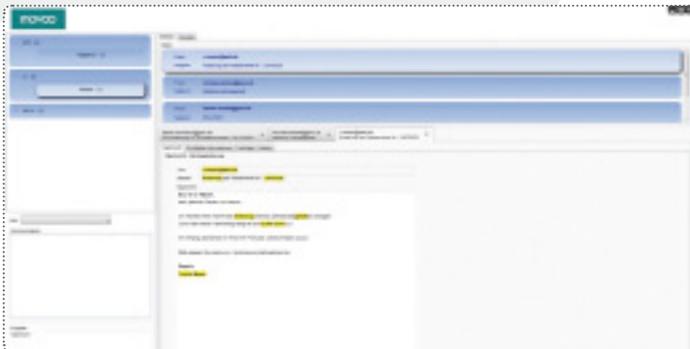
The customer, Mr Smith, sends the relevant company an email notifying them of a change in his salary. NOVO Mail automatically forwards this email to the appropriate administrator.



02

Automatic data recognition

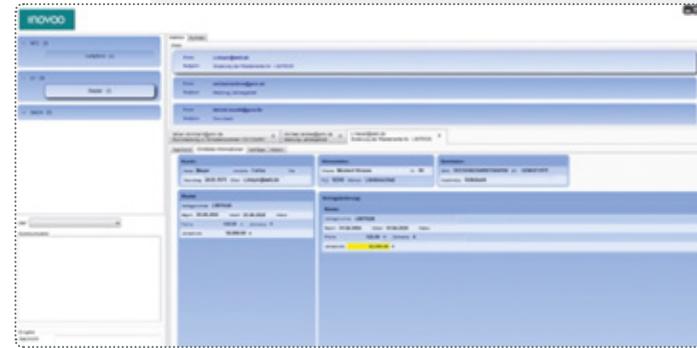
Here you can see the administrator's desktop. NOVO Mail automatically identifies the metadata within the email (marked in yellow).



Automatic data extraction

Next, the metadata is extracted at the click of a button and added to a predefined mask, where the administrator can make any manual changes if required. This data is automatically stored within the system.

03



Automatic response to the customer and the administrator



The customer expects a fast response to his email. This is taken care of by the automatic response function, which runs in parallel with the rest of the process

- > A personalized email response is created for the customer (top left)
- > An email containing the most important information is created and forwarded to the relevant administrator (top right)
- > A document (e.g. the new contract) is created for the customer and can then be send as an email attachment (bottom)



04

NOVO Mail supports your internal processes to guarantee your customers the fastest possible processing of their communications. And all of this with 100 % complete customer records and less work for your staff.



NOVO Mail fully processes all emails automatically in the background

Legally compliant archiving

Your staff have more time for the essential tasks that impact your core business.

ABOUT INOVOO

SATISFIED CUSTOMERS AND EMPLOYEES

COST-EFFECTIVE, EFFICIENT PROCESSES



inovo is a highly specialized partner in the fields of multi-channel management (customer dialog, customer correspondence), customer communications and process automation. We provide products and solutions for SMEs and large enterprises, covering the entire spectrum of input management, output management and everything in between – and all from one source.

- > 100% integrated solutions
- > No more isolated applications
- > Integrate all communications channels
- > Traditional mails and faxes, email and web, and even mobile devices
- > Holistic processing
- > One system covering input, process and output management

PRODUCT SHOWCASE

REQUEST YOUR
FREE NOVO MOBILE
INFO BROCHURE NOW
- NO OBLIGATION!

FAST, DIGITAL CUSTOMER DIALOG –

ANY TIME, ANYWHERE

NOVO MOBILE

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NOVO Mobile lets you integrate information, documents and customer communication into your existing business processes using mobile devices such as smartphones and tablets. The entire adoption process – implementation, use, and any support required – is fast and easy. Open up a communication channel your customers already love and let them interact efficiently with you: sending documents using a personal mailbox, carrying out business-relevant activities, signing contracts and engaging in fast digital dialog with your specialists.

Information is the oil of the 21st century and
analytics is the combustion engine.

Peter Sondergaard of the Gartner Group

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<http://www.inovoo.com/en/products/novo-mobile/>

Get to know the other products in the NOVO product family.

<http://www.inovoo.com/en/products/>

We're also happy to advise you by telephone: +49 8143 999 57 0

info@inovoo.com

InovoOlution GmbH, Billerberg 11, 82266 Inning am Ammersee, Germany, Phone +49 8143 999 57 0
info@inovoo.com, www.inovoo.com

Amaze your customers and your staff!