NOVO CxP

inovoo®

BEST PRACTICE –
DDG - German Service Center for the Healthcare Sector
Incoming e-mails fully automated

AUTOMATED DISTRIBUTION OF THE ENTIRE INBOX

SHORT IMPLEMENTATION TIME

EFFICIENT & SECURE PROCESSES

At a glance

DDG
Deutsches Dienstleistungszentrum
für das Gesundheitswesen GmbH

THE INDUSTRY
DDG is a full-service provider for the healthcare industry and offers everything from professional billing, data and contract management to the storage of your data and individual software solutions. DDG processes over two million prescriptions every month. The client payments triggered after verification represent a total invoice volume of several billion euros per year.

THE STARTING POINT
The total volume of e-mails received by DDG each month is around 50,000 messages per year, of which around 90% are queries. The incoming mails in the mailboxes should be automatically assigned to the different specialist departments.

THE TASK
The aim is to intelligently recognize, automatically distribute and classify incoming emails for further processing. Queries are to be processed in a fully automated procedure and all other emails are to be assigned to the correct mailbox. Manual work needs to be reduced to a minimum, making processes safer and faster.

THE SOLUTION
Automated email distribution with NOVO CxP ensures a faster, more resource-saving allocation of incoming emails. Queries are processed automatically and transferred to the "Internal Service Center" target system.

THE RESULT
All incoming queries that are complete and can be clearly assigned are automatically processed and transferred to the internal target system in a structured JSON format. Other incoming emails are moved to the respective target mailbox. A very small percentage of unassignable messages remain in the inbox for manual processing. NOVO CxP has considerably accelerated email distribution and significantly reduced manual effort.
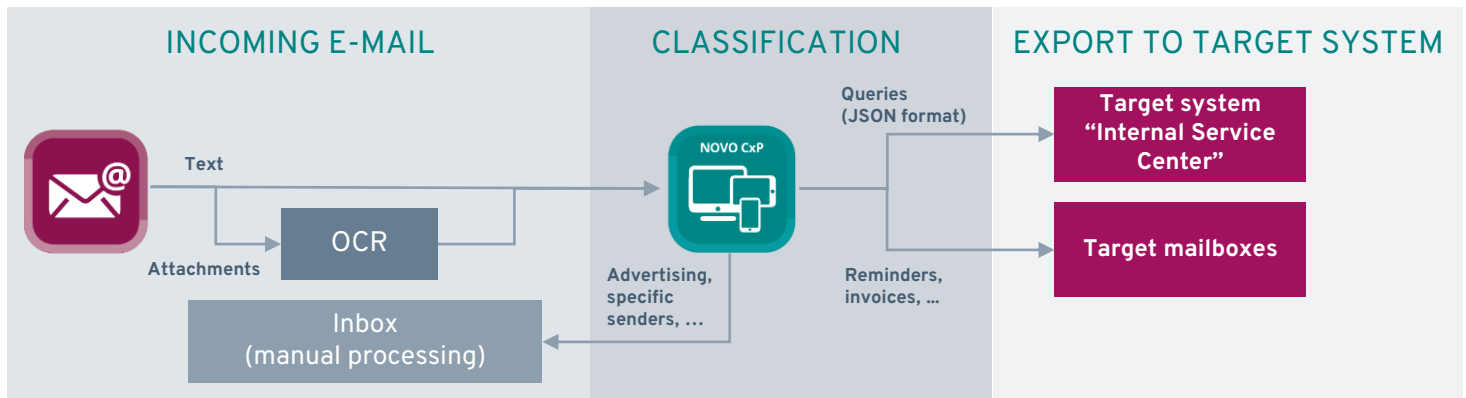
ABOUT US

With our software solutions, we help companies optimize their data-, document- and object-driven processes and make **hyperautomation** and **intelligent document processing** (IDP) possible.

At its core is an easy-to-manage, **low-code platform** that delivers **intelligent process automation** (IPA) and efficient digitization. Business workflows are highly automated through **integrated AI** for content and capture services.

TOP 100 Top-Innovator 2020

SOFTWARE MADE IN GERMANY

THE INCOMING E-MAIL PROCESS

The focus for the automation of incoming mail was placed on **queries,** as these make up the majority of all incoming mail at DDG, **accounting for around 90%.** After classification, these are **structured and then forwarded to the internal target system.** Other emails are assigned to target mailboxes or remain in the inbox for manual processing.

INCOMING E-MAIL	CLASSIFICATION	EXPORT TO TARGET SYSTEM

Text
Attachments
OCR
Inbox (manual processing)

NOVO CxP

Advertising, specific senders, …

Queries (JSON format)

Reminders, invoices, …

Target system "Internal Service Center"

Target mailboxes

1 INPUT CHANNEL E-MAIL:

- **Division of incoming e-mails into**
  - Body text (main content)
  - Attachments in PDF format, these go through the OCR

2 CLASSIFICATION:

- **Division into complete queries** (extraction of subject, content, attachment) and other categories
- **Removal of emails from specific categories (e.g. specific senders) and queries without an entry number**

3 EXPORT TO TARGET SYSTEM:

- **Transfer of query data** in JSON format to the "internal service center"
- **Export of the remaining messages** to the appropriate target mailbox

THORSTEN KRISCHIK
Head of IT / Organization at DDG

"With the support of e-mail classification by NOVO CxP, it is possible to efficiently assign incoming requests which strengthens our ability to process them promptly. Thanks to the BI tool, the current classification status is immediately visible."

BENEFITS for DDG through NOVO CxP:

- **Faster processing of queries** through integration of the target system
- **Increased efficiency** by eliminating manual distribution
- **Cost reduction** through faster business processes
- **Flexible scalability,** regardless of whether the incoming volume is increased or additional processes are implemented
- **Compliance with legal requirements and increased data security** thanks to standardized and automated processes