

# NOVO CxP

## BEST PRACTICE – Debeka BKK

Efficient & Smart: How automated inbound processing can speed up processes.



1.7 MILLION  
PROCESSED DOCUMENTS



ENABLES SEAMLESS  
MONITORING



AUTOLEARNING  
FOR PROCESS OPTIMIZATION

## At a glance



### THE INDUSTRY

Debeka BKK is a statutory health insurance company based in Koblenz, Germany. The nationwide health insurance company serves nearly 200,000 insured persons and has been one of the fastest growing statutory health insurance companies on the market since 2011.

### THE STARTING POINT

A steady increase in the number of insured persons led to a flood of incoming documents and data via various inboxes. The manual administration and processing workload was further increased by the coronavirus pandemic, making automation even more urgent given the shortage of specialists and customer service.

### THE TASK

In order to reduce processing times and improve communication with insured persons, the first step was to digitize and automate email and incoming mail. In addition, all documents to be archived must be provided with the required digital signature. In the second step, the individual processes are processed in the dark. For this purpose, the input from the online office (OGS) is first transferred to the specialist process, followed by the input from the e-mail and inbox.

### THE SOLUTION

The use of NOVO CxP as a central and modular platform enables **step-by-step automation and seamless monitoring through data enrichment**. The entire upload via the online office is received by NOVO CxP and the data is prepared for transfer to the BITMARCK specialist interfaces. Incoming emails, faxes and mail are also processed by NOVO CxP - **from conversion, identification, classification and extraction to archiving and transfer to the relevant BITMARCK interfaces**. NOVO CxP logs each process in the database. This means that everything can be tracked and monitored, and seamless monitoring is possible. **In addition, the process continuously improves itself:** the autolearning function installed as a feedback loop takes effect after the documents have been validated, thus achieving regular optimization.

### THE RESULT

Today, about 1.7 million documents per year are processed automatically via NOVO CxP. Seamless monitoring is guaranteed and manual processing has been significantly reduced.

## 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, NOVO CxP 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.

CLEVER IS  
THAT SIMPLE!



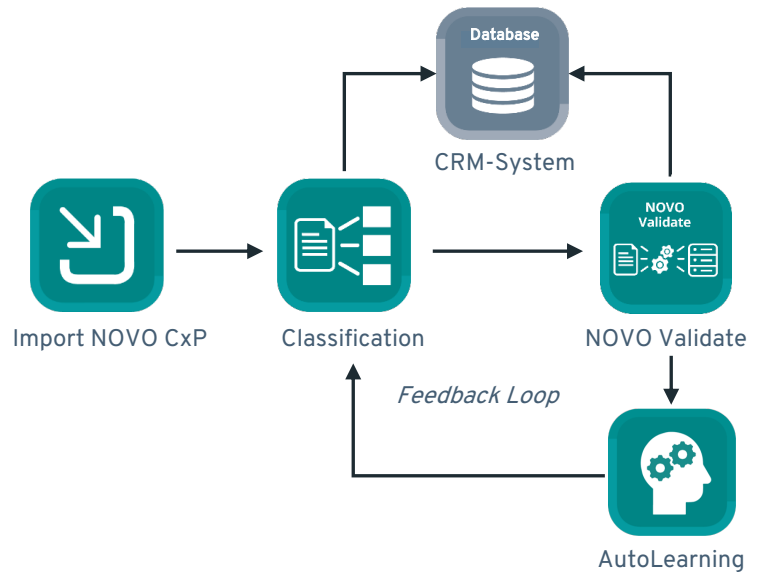
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## AUTO-LEARNING FOR EFFICIENT DOCUMENT PROCESSING

The AutoLearning process enables continuous improvement of document classification. Unclassified documents are reviewed, adjusted and incorporated into future classification decisions to continually reduce validation effort.

### PROCESS DESCRIPTION

- The classification project is active and ensures continuous processing.
- Classified documents are transferred directly to the CRM.
- Unclassified documents go through the validation process and are also transferred to the CRM on completion.
- Information about validated documents is fed into the auto-learning system.
- Adjustments can be made at any time during the ongoing classification project.
- In future, similar cases will be classified directly rather than going through the validation process.



### BENEFITS for Debeka BKK with NOVO CxP:

- **Standardized input channels:** Efficient and well-defined process inputs enable smooth data processing.
- **Virtually unlimited source and target system connectivity:** This flexibility allows you to define a standard path to connect an unlimited number of data sources and systems.
- **Seamless process monitoring:** The ability to make database entries at any point in NOVO CxP ensures comprehensive monitoring of all process steps.
- **Expertise in data logistics:** Our expertise in data logistics enables us to move away from a purely focus on archiving.
- **Integration of individual solutions into NOVO CxP workflows:** Ideas and concepts can be mapped into NOVO CxP workflows without having to forego standardized input paths.

Learn more:  
Request a **DEMO**  
**THE PLATFORM NOVO CxP**  
Sign up for our **NEWSLETTER**



#### Robin Schneider

Head of Department | Mail and Scan Center  
Debeka BKK

*"We have a good, long-standing partnership with inovoo, characterized by numerous joint developments."*