



Communicating with customers and business partners constitutes the basis of every commercial activity. Although the electronic exchange through email grows continuously, the majority of daily incoming information still consists of letters. The manual processing of these letters is time-consuming, inefficient and causes accordingly high costs. Today, though, fast, efficient and transparent processes are an essential prerequisite in order to ensure a clear advantage in today's world of fierce competition.

With d.capture, the staples of daily incoming documents are captured, centrally archived in a revision-proof way and automatically classified with d.classify – no matter whether they are structured or unstructured documents. The unique combination of rule-based, semantic and vector-based classification approaches of d.classify is the basis for a high classification rate. Index values are automatically extracted and can be used for a validation process. The comparison with already known information further increases the recognition rate. The classification result is the criterion for the rule-based distribution of d.3 flow of incoming documents into the electronic in-boxes of the particular responsible persons on the basis of deposited activity profiles. In this way, a fast and efficient

In order to achieve optimal processes as regards incoming mails, the automatized processing of incoming mail and in-box solution constitutes a superior approach. In this solution, the d.3 system and the according modules d.capture, d.classify and d.3 flow cover all worksteps from scanning, classifying and workflow processes to revision-proof filing.

processing is ensured. Thereby, it is guaranteed that documents belonging to a particular process will always be assigned to the same person. Customer-specific rules and regulations define the number of documents that are allowed to remain in the in-boxes waiting to be processed. If this number would be exceeded in case of additionally assigned incoming letters, this document is automatically forwarded to the next person in charge. In this way, the equal workload of all resources is ensured. Special warning

mechanisms provide indication whenever the process stops at a certain point in order to avoid delays.

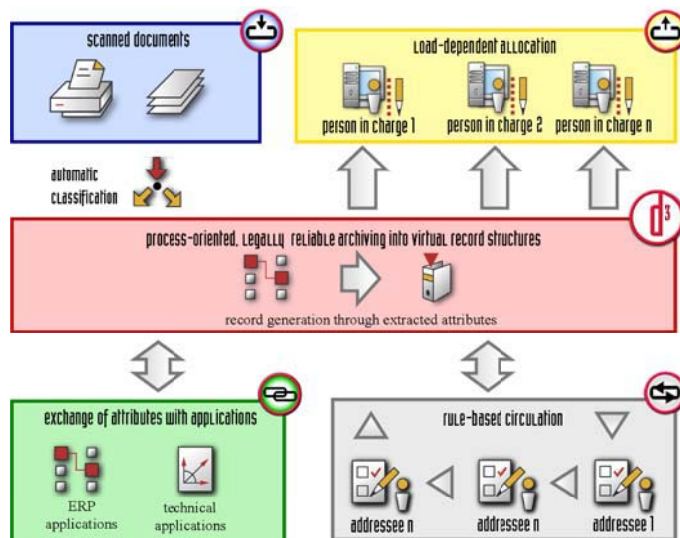


Fig. 1: With calculable costs and a rapid amortization, the solution for automatic processing of incoming mail of d.velop AG constitutes the superior entrance into the digital optimization of your business processes.

Processing of Incoming Mail — In-Boxes

With the deployment of the d.3 system for processing of incoming mail you will accomplish:

- Faster lead times
- Faster availability of incoming information
- Faster capability to provide information
- Improved service quality
- Satisfied customers and suppliers
- Lower process costs
- More efficient resource utilization

Contact

Do you still have questions?
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