

# SAPERION

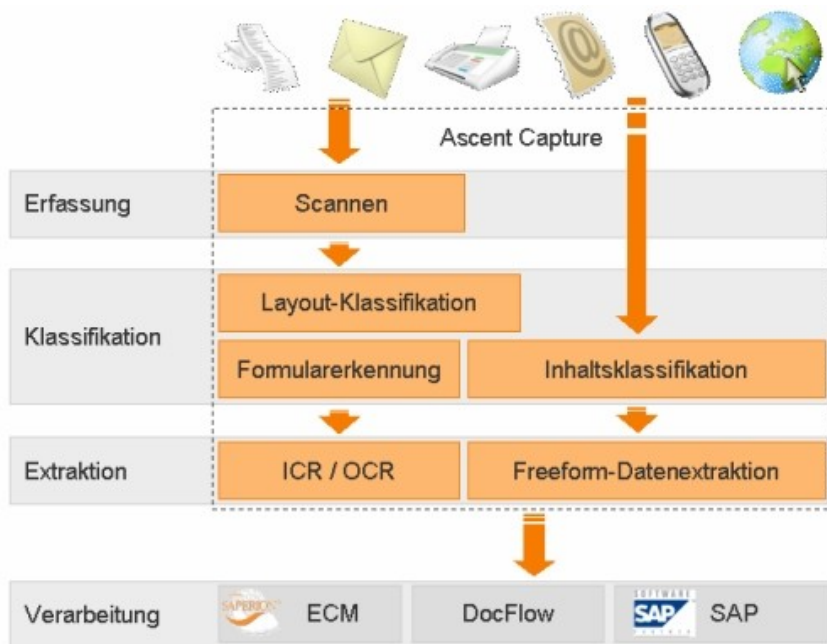
## INBOUND SUITE

Documents reach your company in many ways: as letters, faxes, e-mails, or via Internet. With its new Inbound Suite, SAPERION offers you a solution to capture all of these inbound channel documents efficiently without increasing your administrative efforts.

By integrating various functions with KOFAX Ascent Capture, a comprehensive solution has been created for all in-

### Inbound Mail: Paper-Bound Documents

Various applications are available for handling incoming mail. By using efficient pattern-matching procedures, the module "Layout-Classification" filters inbound documents with similar layout from the stack of incoming mail. Documents already known to the Inbound



*Efficient capture of different inbound channels*

bound channels involved in the daily traffic of business mail. It can be set up to perform functions ranging from the categorization of e-mails to the processing of all inbound mail.

Suite are recognized, and can be processed according to rules that have been set in advance.

#### A short sneak:

- + Efficient solution for managing inbound communications – independent of inbound channel
- + Integration of Ascent Capture, full-text search, and knowledge management tools
- + Automatic categorization, extraction, and processing of your entire inbound mail

This way you can, for example, filter out your application form and process it using ICR.

With the module "ContentClassification", documents are classified through recognition of their contents. This module first employs an OCR solution in order to examine the contents of inbound documents.

The incoming documents are distributed among predefined categories, and are then handled by certain process routines, such as an automatic forwarding function. Of course users have the option of creating their own new categories.

### Learning by Example – Creating New Classes

In a "learning by example" process, the system recognizes the properties relevant to a class and uses these to form a template which it compares unknown data to. Only few documents are needed to create a class.

### Automatic Routing and Workflow Integration

An additional process routine is the automatic placement of mails in the appropriate teams or employees tray for further processing/follow-up and/or integration in SAPERION's document-based Workflow.

## Data Extraction – Intake of Information as Index Data

Once an item is successfully classified, you can extract document information – i.e. date, customer number and contact information – with the module "Intelligent-Extraction" for use as index criteria in the SAPERION ECM Suite.

The SAPERION Inbound Suite is a best-of-breed solution, combining full-text search and knowledge management tools with SAPERION's own technology without the need of complicated procedures to integrate your current applications. This way you can choose to expand the InboundSuite solution one function at a time!

### Your advantage

- + Average ROI is 6 to 12 months only
- + Simple integrative use of all SAPERION components
- + Reduced cost per transaction
- + Increased productivity
- + Better customer service



Useful intuitive interface for LayoutClassification and ContentClassification

IntelligentExtraction works with paper documents as well as with e-mails and Office files.

## Best of Breed

Instead of trying to solve all inbound mail problems in one single solution, SAPERION, with its Inbound Suite, unites appropriate technologies for each problem in a single, unified interface.

## Knowledge Transfer

The unified SAPERION interface allows you to transfer knowledge from one function to another. For example, you can build up a knowledge base with IntelligentMail and then use it for automatic letter generation.

For example, the class "Bank account change" can simply be adopted from the "letters" area to e-mail classification.

### More Informations

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