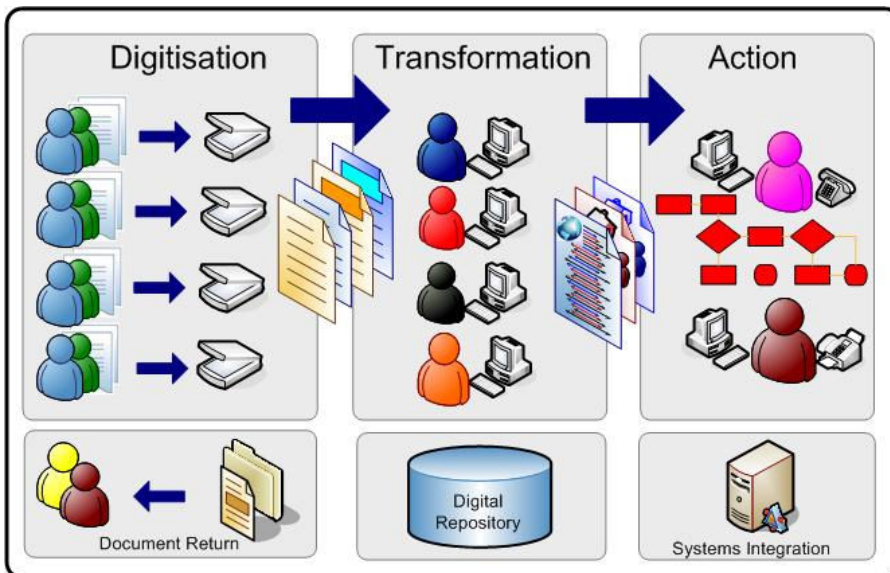


Documents: Handled

Faster handling + improved data accuracy + less manual effort = Reduced Costs

The myth of the paperless office is still nothing more than a myth. Over the years, there have been many attempts to virtually eradicate paper as a medium, most of which have focused on electronic forms of input. But the paper is still there. Paper needs to be handled. Incoming paper contains information and data that needs to be captured. Paper needs to be stored. Paper needs to be reviewed. Paper often needs to be distributed. That means it's handled again. Paper is slow and manually intensive. Paper costs.

But organisations today accept that paper is still an important and valuable form of communication. Solutions such as eForms are hardly the answer with all sorts of unstructured documents and 'proofs' (such as birth certificates) still being a fundamental part of the business data ecosystem. It is clear that in today's fast-paced economy, finding more efficient ways of managing paper has become a priority.



Measurable Benefits

Every organisation is different, and each is able to accrue different benefits depending on their business model. The Solidsoft solution has been built with the following goals in mind

Solution Overview

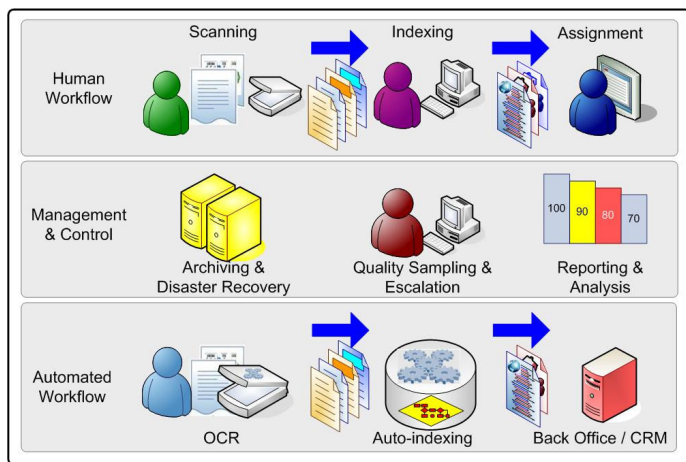
Solidsoft has built a powerful and comprehensive solution that allows you to handle paper properly. This Scan to Workflow solution allows you to:

- Effectively capture the data and information contained in both structured and unstructured documents
- Transform that data into a format that is usable, and enhance it by combining it with data from other sources
- Invoke any actions that need to take place, in a controlled, managed fashion.
- Automate many of the activities that are currently labour intensive.
- Secure and store the data in a manner that allows your organisation to recover from disaster.
- Full integrated paper based interactions into your CRM processes and systems

- To improve customer services responses and return of personal documents, increasing customer satisfaction and reducing churn.
- To improve paper handling in the sales cycle, reducing response time and increasing the win rate
- To reduce the manual costs associated with handling paper
- To reduce re-keying by automation and integration with existing systems
- To provide more cost efficient archiving and disaster recovery support than physical paper

An integrated approach

The Solidsoft solution provides a set of capabilities that are essential in the delivery of a mission critical document handling service to the business. It facilitates the transfer of images and data to the business, and is able to operate 24x7 whilst still handling critical peak traffic times when processing volumes are at their highest, often in the morning.



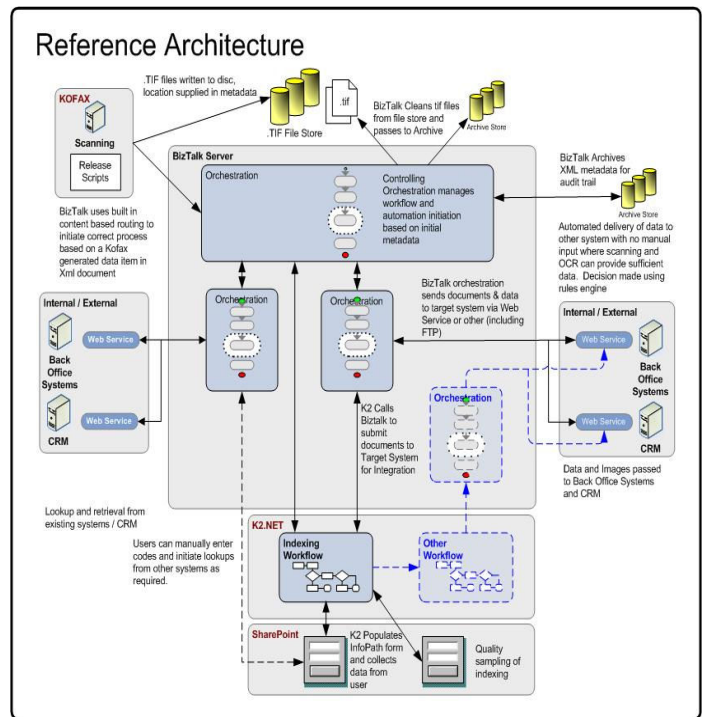
The solution handles both manual and automated aspects of document handling and is built around and encapsulates best practice; and sits within a management and control framework that ensures it becomes a strong link in your overall business processes.

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The system is designed to work with any CRM platform and includes direct integration to Dynamics CRM, and many others

'Best of breed' components

Organisations will often be swayed by the argument that a technology that has been built with part of the solution in mind, can often address the full spectrum of a document digitisation and workflow solution, usually through customisation or additional 'modules'. Unfortunately, they usually end up providing weak support for most of the capabilities needed.



The Solidsoft solution takes a different approach. All elements of the solution are built using best of breed technologies. This provides organisations with both a world class document digitisation and workflow solution, and the ability to fully address full process management and integration within the organisation. The result is a reduced cost of ownership along with the potential of additional business benefits.

