

DocOrigin

Stand Out From the Competition Delight Existing Customers and Attract New Ones

Output Management - centralized, transparent, efficient, and secure.

Companies around the world generate billions of documents a year, but most haven't even begun to exploit their full potential to cut costs and generate higher revenues.

Insurance, Utility, Telco, Pharma and Manufacturing companies communicate with their existing customers mostly through contact centers and written texts. Many of these companies don't realize that all the emails, faxes, letters, statements, reports and general customer correspondence are their strongest 'calling cards'. These factors determine what your customers experience by using your services and whether they feel valued. Only a very few leading businesses manage their customer communications requirements in a way that lets them stand out positively from their competitors, while also driving greater efficiency.

DocOrigin requires no changes to the existing business systems and enables organizations to automatically create and present dynamically customizable documents to customers, partners, suppliers, and employees in the format and channel they want.

The result? Significant cost savings, better operational efficiency, increased revenue opportunities, increased market perception, and faster response to market conditions and opportunities.

THE CHALLENGE

Increased innovation in the development and launch of new services, greater focus on customer needs, and improved responsiveness and adaptability to meet ever-increasing regulatory requirements are the primary challenges faced by insurers in today's largely saturated business market. This market is characterized by high competition and cost pressure. In addressing these challenges, you should give output management a significant role.

KEY BENEFITS

- **Flexible license options (SaaS, license, full service, hybrid)**
- **Scalable and reasonable subscription plans**
- **Frequent software update releases**
- **Fast and easy installation (under 5 minutes)**
- **Flexible customization and integration into any business system**
- **Reliable production process**
- **Fast batch document generation**
- **Perfect fit for middle to big companies**
- **User-friendly modules created for non-IT employees to manage daily document related jobs**

OUTPUT INTELLIGENCE AT A GLANCE

Input Intelligence	Design Intelligence															
<p>Efficient processing of data from different channels and in different formats.</p> <ul style="list-style-type: none"> Automated processes Rules based input control Runs in the background 	<p>Flexible template design functionality with multiple different options.</p> <ul style="list-style-type: none"> Dynamic messages Page overlay Lines, boxes, fields, checkboxes and images Barcodes Complex tables and charts 															
Production Intelligence	Workflow intelligence															
<p>Automatic, reliable and cost-efficient document generation with quality and service levels compliance due to software architecture.</p>	<p>Secure rule-based definition of user access level degree (e.g. set by policy type, claim form, insurance coverage), document approval, document sorting and bundling.</p>															
Compliance Intelligence	Interaction Intelligence															
<p>Transparent prevention of non-compliance risks with rule-based document composition according to industry standards and government directions.</p>	<p>After receiving the document, the recipients take the needed action (e.g. pay a bill, fill out a web form, place an order, answer an email, verify email address and/or payment). DocOrigin receives this information and runs the next steps based on predefined rules.</p>															
Channel Intelligence																
<p>DocOrigin outputs the documents through the customer's preferred, or by document type set delivery channel automatically.</p> <p>Automated based on business rules.</p> <table border="0"> <tr> <td> Email</td> <td> Customer Portal</td> <td> HTML (HTML4/5)</td> <td> Letter Inserts & Onserts</td> <td> Fillable Forms with E-Signature</td> </tr> <tr> <td> E-mail Attachment</td> <td> Printer</td> <td> Archive</td> <td> PDF (PDF/A, PDF/UA, PDF/A-3)</td> <td> SMS</td> </tr> <tr> <td> Fax</td> <td> Label Printer</td> <td> Messenger</td> <td> Paper Mail</td> <td></td> </tr> </table> <p>Supports industry standard print formats: PostScript®, PCL, Zebra ZPL etc.</p>		Email	Customer Portal	HTML (HTML4/5)	Letter Inserts & Onserts	Fillable Forms with E-Signature	E-mail Attachment	Printer	Archive	PDF (PDF/A, PDF/UA, PDF/A-3)	SMS	Fax	Label Printer	Messenger	Paper Mail	
Email	Customer Portal	HTML (HTML4/5)	Letter Inserts & Onserts	Fillable Forms with E-Signature												
E-mail Attachment	Printer	Archive	PDF (PDF/A, PDF/UA, PDF/A-3)	SMS												
Fax	Label Printer	Messenger	Paper Mail													



DOCORIGIN USER-FRIENDLY MODULES

Business Communications Center	Enterprise Document Center
<ul style="list-style-type: none"> • Build personalised interactive communications • Customize interactions with customers, partners and employees • Intelligent white space management • Add rule based messages • Automate long and short term campaigns • Share content and images between contexts 	<ul style="list-style-type: none"> • Collaboration workflow • User access control configuration • Document approval workflow • QA validation of the generated documents • Advanced print stream management: sorting, bundling, merging, based on rules and jobs.
Dynamic Business Documents	Document Vault
<ul style="list-style-type: none"> • Create, preview and deliver documents on an ad hoc basis • Edit predefined parts of documents • Configure output channels per every form type • Integrate into existing customer portal 	<ul style="list-style-type: none"> • Store and search generated documents • Full text and metadata search • Produce charts of your business data • Add annotations • Batch export of documents into a zip file • Dashboard for administration and process monitoring

BENEFIT FROM THE ADVANTAGES OF DOCORIGIN

Better customer communication	The combination of print, fax, e-mail, mobile devices, web and other electronic channels allows for flexible, timely, targeted and efficient delivery of messages. This is how you communicate with your customers via their preferred channels. You also get many channels for new services or business development initiatives.
Strengthened customer loyalty	Personalized documents create customer loyalty - whether welcome packs, insurance claim forms, invoices, or statements. DocOrigin personalizes every document and adds offers for other products / services and other messages tailored to each customer, even at high print runs and high processing speeds.
Sustainable, economic provision	Companies save millions each year by electronically delivering high-volume documents such as invoices and statements. Many of our customers were able to achieve such high paper, printing and postage savings with electronic invoices that the DocOrigin solutions paid for themselves within just a few months.
Advanced self-service features for customers	Customers value self-service options that save you money. With DocOrigin employees can simply select each customer and communicate with them in their preferred manner. Call center agents can display identical copies of documents received from customers, making calls faster and more productive.
More brand consistency	Uniformity in formats, style and messages promotes market perception and enhances the value of your brand. However, because most companies communicate through a complex set of systems and sometimes even in multiple languages, they have difficulty in maintaining consistency. DocOrigin simplifies the management and implementation of brand communication.



With no changes to your existing business systems, DocOrigin brings a comprehensive, integrated and professional environment that combines all three elements of document management: composition, process automation, and output.

DOCUMENT COMPOSITION

DocOrigin transforms ordinary customer documents into powerful and optimally designed one-to-one marketing channels. Its rich environment allows quick and brand consistent design and creation of documents and provides complex control options. This allows managers to quickly and directly create content such as marketing messages, campaigns, and offers, and control how and when that content is included in messages.

DOCUMENT PROCESS AUTOMATION

DocOrigin uses the data generated by business systems to create and deliver efficiently matched documents at the desired time and place. It centralizes post-processing and distribution for easy management, and allows documents to be produced by different departments at different times and geographic locations across the enterprise.

OUTPUT MANAGEMENT

DocOrigin improves customer, partner and supplier relationships by streamlining document-intensive business processes. It supports simultaneous distribution to different channels so that each recipient can choose how and when to receive a document: as a print document, via mobile devices, portal, email, web, fax. Even at high volumes and speeds DocOrigin delivers any document in the form and format desired by the recipient.

TRUSTED BY INDUSTRY LEADERS



Ecodocx LLC is an American private software development and consulting services company with a headquarter in Boston USA. The company works in the output management industry for over 12 years and uses its experience and feedback from clients to extend their business applications with comprehensive document generation capabilities. Whether they need to produce large volumes of invoices or statements, or a single customer letter, Ecodocx's solutions handle business-critical requirements quickly, easily, and affordably.

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Ecodocx. We're always happy to help.
Get in touch with us today!

Ecodocx LLC

50 Milk Street, 16th Floor
Boston, MA 02109 USA

+1 (617) 475 1636
info@ecodocx.com
www.ecodocx.com

