BEST PRACTICE – Hekatron Brandschutz

Automation rates of over 90% in just 2 months - how NOVO Mail has accelerated processes in customer management.

MAXIMUM AUTOMATION

OVER 90 % TIME SAVING

QUICK RETURN ON INVEST

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 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.

TOP 100
Top-Innovator 2020

SOFTWARE MADE IN GERMANY

At a glance

HEKATRON
Brandschutz

THE INDUSTRY
Hekatron Brandschutz is a company of the Securitas Group Switzerland and expert for early and reliable reliable fire detection and targeted alarming.

THE STARTING POINT
Every year, Hekatron Brandschutz's customer service center receives around 200,000 unstructured e-mails with attachments in the collective mailboxes, which were previously sifted, assigned and forwarded manually. This very high volume of e-mails, combined with complex interrelationships, have drastically increased the processing time.

THE TASK
In order to achieve visible successes quickly, the introduction of of NOVO Mail should be divided into 2 phases. The requirement in phase 1 was to distribute incoming e-mails from various collective mailboxes to the appropriate target mailboxes with their manual follow-up workflows. In phase 2, content data was to be extracted from e-mails & file attachments and then prepared for further processing.

THE SOLUTION
In **phase 1**, **NOVO Mail Professional** was used to make the **sorting, allocation and forwarding of e-mails and their attachments** to the target mailboxes more efficient.
In **phase 2**, **NOVO Mail Premium** and the additional DATA INTELLIGENCE and ENTERPRISE CONNECTS packages were used for **data extraction and connection to the target systems**. This way, the automated creation of tickets in CRM & the automated creation of orders in SAP became possible in the service center.

THE RESULT
All incoming e-mail from the collective mailboxes in the customer service department is now processed automatically. Within 2 months, a degree of **automation of over 90%** and a **ROI of less than half a year** was achieved. Employees were relieved of mindless and tedious processing tasks - **response times were drastically reduced and processing quality increased**.

Learn more:
Request a **DEMO**
THE PLATFORM behind
NOVO Mail