



W&W High returns on incoming email processing

Leading German provision specialist upgrades its digital incoming email systems with NOVO Mail

EXECUTIVE SUMMARY

The Wüstenrot & Württembergische Group is a specialist in the four key foundations of provision: hedging, property, risk protection and capital formation. The group has nearly 9,000 employees, 6,000 external staff and around six million customers. Thanks to a network of partners and affiliates as well as individual agents and direct communication, the W&W Group can reach over 40 million people within Germany, making it the largest independent financial services provider in Baden-Württemberg, with the largest number of customers as well.

Since late 2012, the W&W Group has converted all incoming emails, including attachments, into colour PDFs before automatically transferring them to the appropriate department. The advantage: a greatly streamlined correspondence-processing system as well as higher-quality document display and archiving.

Three solutions are at work here: the jadice server and jadice viewer from Levigo, and **NOVO Mail** from [inOVO](#).

HIGH RETURNS ON INCOMING EMAIL PROCESSING



The Wüstenrot & Württembergische (W&W) Group receives many messages every day. Some come in the mail or by fax, but more and more are arriving as emails, many of which contain attachments. All kinds of customer correspondence are included: balance enquiries, collateral value documents, applications for new accounts or extensions, claims notifications, and more – and the numbers are always growing.

How, then, was the W&W Group to capture and process both traditional mail and digital messages in a high-quality digital format? A tried-and-tested scanning system solved the problem for regular mail. For emails with attachments, though, it was another matter entirely. The existing incoming mail system only allowed emails to be converted to black-and-white TIFF files – the traditional scanning format.

But the company's specialists wanted every document to look just the same on employees' screens as in the original version. The existing approach led to employees printing out emails and attachments for increased readability, then scanning them back in as if they had come through the post. An expensive time-waster, to say the least; if only they could digitise the whole capture and forwarding process!

And so the provision specialists started to look for an alternative. The goal: converting emails to high-resolution colour PDFs. With the documents displayed in colour on-screen, there would be no need to print them out. On top of that, the business would also benefit from revision-safe archiving: an email document, once converted to PDF, can also be easily converted to the popular long-term archiving format PDF/A.

STRONG PARTNERS: INOVOO AND LEVIGO

Looking for the right solution, the W&W Group found [inOVOO](#), a proven specialist in input management, and its partner Levigo with its document display and conversion solutions.

Ralf Rosenauer, Input Management Project Manager at W&W Informatik GmbH, said: *"It was inOVOO and Levigo's solutions and experience that convinced us they were the right team to meet our needs."*

The software at the technological core of the project is [NOVO Mail](#) (for automatically importing incoming emails) and the jadice server and viewer from Levigo for converting and viewing documents. With the new InputAccel process-based solution, the W&W Group can capture and convert complete email documents in a wide variety of formats and prepare them for downstream input management processes. And it all runs automatically.

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HERE'S HOW IT WORKS: **NOVO Mail** uses a mail transfer agent (POP3-based MTA) to retrieve emails from storage in EML format, then uses them to generate a MSG file. The jadice server integrated into NOVO Convert – another **NOVO Mail** component – then converts a range of document formats from the email attachment (as well as the email itself) to PDF format. At the same time, the jadice server creates an XML file based on the email's header data using specific index data (a description file). Meanwhile, the **inovoo**-designed InputAccel process uses a separate W&W InputAccel component to create a database entry. This means every email, from receipt to end of processing, can be tracked at all times.

The conversion process connects to a W&W-designed workflow with an automatic content-checking system: stored emails are used to check which department an email is intended for and to forward it onwards accordingly. This meant depending on the department, it was still necessary to split the email into its constituent documents (the email body and attachments). The InputAccel module NOVO PDF Compression was used for this purpose; it splits a PDF document into several individual files whenever required (one PDF for each attachment and one for the body of the email itself).

Ultimately, this new process delivers far more than PDF conversion. It reads out any relevant metadata and hands it over to the corresponding specialist input management processes. And all of it automated, and with total media continuity.



RALF ROSENAUER
Project Manager Input Management
W&W IT

"With NOVO Mail and the jadice server, we've made it possible to fully integrate emails into W&W's processes. Our employees are now best placed to respond to queries, while colour PDF archiving presents significant advantages in readability and reduced processing times."

HIGHER QUALITY, SHORTER PROCESSING TIMES

The main benefit of this automation process for W&W Group is a significant time saving. Ralf Rosenauer, Input Management Project Manager, said, *"It now takes a matter of minutes to assign, convert, index and forward emails. This means the processing time as a whole has been reduced. That's a relief for both our employees and our external staff, and a real benefit to our millions of customers."*

ENOUGH TIME FOR TESTING

Ralf Rosenauer doesn't deny that there were a few painful moments during the project. For one, the number of tests and defined test criteria were underestimated; the process for handling password-protected PDF files, for example, had to be described very precisely. To solve this, the jadice server's systems were expanded in order to automatically process PDF files with known passwords. If the password is unknown, the document is converted using the Print function.

POSITIVE CONCLUSION AND FORECAST

"The quality of the colour PDFs is so close to the original that our staff can work with the actual email documents", said Ralf Rosenauer. *"Powerful conversion into a high-quality colour format, along with an automated and streamlined digital incoming-mail solution – that's where the real benefit lies for us."* The W&W Group will also benefit from **inovoo** and Levigo's continued development of their portfolio over time.



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