inovoo

INTELLIGENT SOFTWARE SOLUTIONS

for real process automation

Intelligent digitization

inovoo GmbH was founded in 2003 on the shores of the Ammersee lake in Bavaria. inovoo is an innovative supplier of powerful, **modular software solutions for enterprise information management** in the field of omni-channel communication.

At the heart of all this is the ability to **intelligently digitize** and **automate** all business processes relating to the flow of data across diverse channels and formats, covering mailrooms (mail, fax, email), customer dialog (social media, web and mobile chat) and archiving.
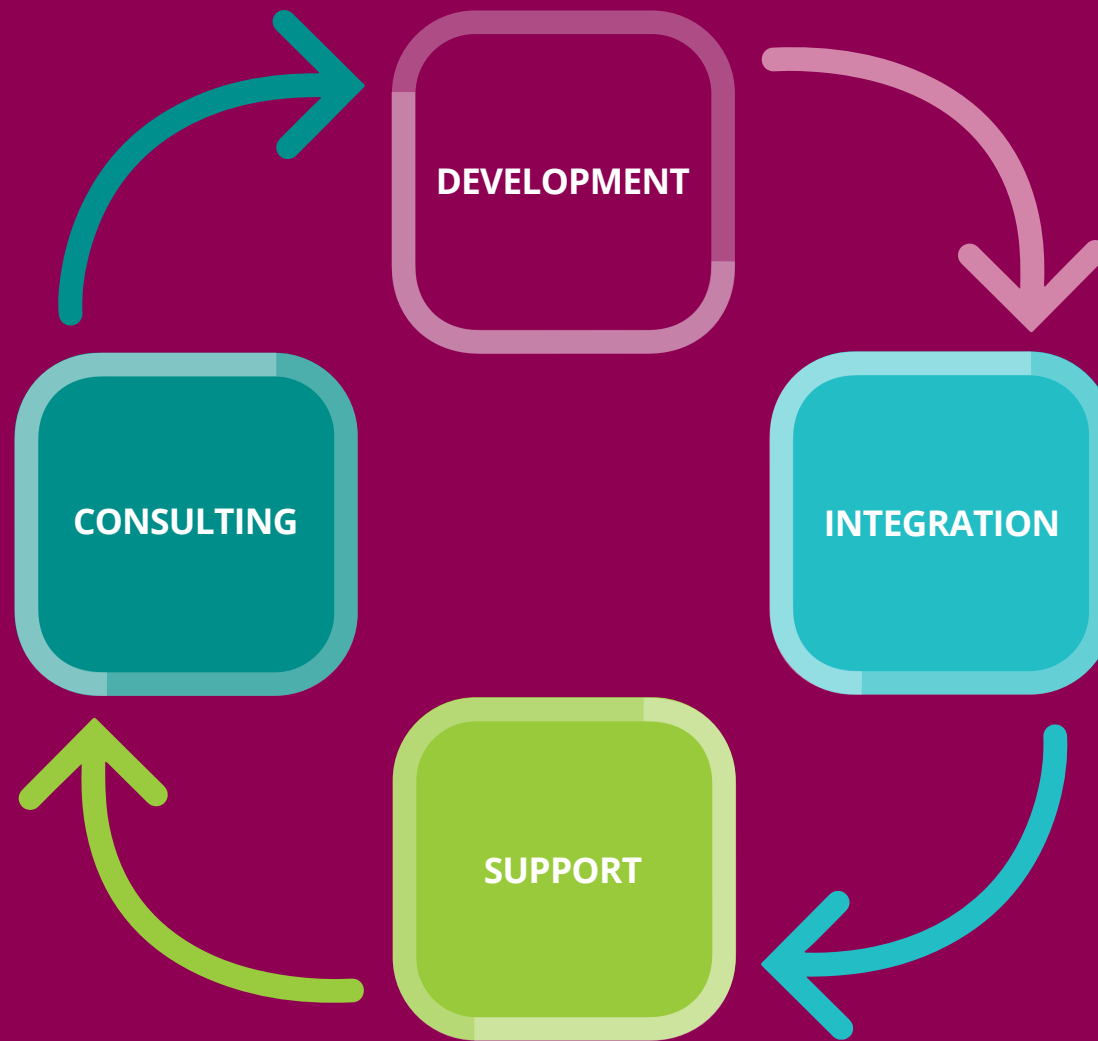
inovoo also offers innovative **app-based solutions** for a wide range of industries and applications which can communicate intelligently with existing IT environments, helping to put business processes in the hands of mobile users.

From consulting to development, integration and post-sales support, we stand by our customers throughout their projects with passion and a spirit of innovation.

DEVELOPMENT

INTEGRATION

SUPPORT

SOFTWARE MADE IN GERMANY

Mitglied im
bitkom

TOP 100
top100.de
Top-Innovator 2018

DEVELOPMENT

INTEGRATION

SUPPORT

CONSULTING

MISSION

OUR CORE COMPETENCES

**You can rely on our extensive know-how
and years of experience. We know the market.
We offer:**

- First-class service from consulting to project implementation and support

- Software made in Germany

- Excellent total cost of ownership (TCO)

- Clear, long-term IT solution architecture development

- Strictly maintained processes to turn strategic, department-specific, organizational and IT demands into long-lasting solutions

- Comprehensive industry know-how and project expertise

- Solution-oriented, agile thought and action

- Flexible licensing models

- Close collaboration with our customers

- An excellent foundation for long-term partnerships

CORE COMPETENCES

OUR PORTFOLIO

inovoo provides modular IT solutions.
Our product portfolio includes:

[+] The intelligent communication platform **NOVO CxP** for processing documents and information as well as automatically analyzing content using artificial intelligence, for content services and workflow functionality.

[+] Smart process apps based on **NOVO Mobile**. The software solution NOVO Mobile provides a fully customizable app design and development studio. Dramatically speeding up the app development process, it allows you to use a secure, mobile dialog platform to automate business processes and link them to powerful back-end systems via the app.

[+] The software solution **Captiva Capture** for digitizing paper documents and identifying the content of specialist data.

[+] The archiving solution **ApplicationXtender** (AX). This web-based real-time document management system can view, edit, manage and save all kinds of content.

NOVO CxP
Smart communication platform

NOVO Mobile
Smart process apps

Captiva Capture
Digitizing paper documents

ApplicationXtender
Document archiving

inovoo's solutions allow you to intelligently automate your processes, **saving significant time and money**. Throughput times can be drastically reduced and customer service and loyalty can be improved, bringing you increased profits as a result. This allows you to set yourself apart from the competition and see the benefits across your entire production line.

Benefit from **holistic IT solutions** that make your day-to-day work easier and more efficient. Software solutions that can be implemented quickly without long, drawn-out IT projects.

inovoo products offer another advantage, too: The user **can** do many things themselves—depending entirely on what they want. And with the increasing use of artificial intelligence and machine learning, these solutions are always getting smarter, promising even better returns in future.

PORTFOLIO

We think ahead – right from the beginning.

Efficient omnichannel management can be highly complex. Our comprehensive understanding of efficient B2C, B2B and B2E communication is reflected in our software solutions' **multi-channel architecture**.

Our powerful framework lets you benefit from **significantly accelerated implementation**. Our IT solutions are easy to integrate into your existing environment. You can flexibly integrate all kinds of functionality in no time at all, saving money with lasting quality.

You can also easily design and set up your own **workflow processes**, reducing your dependence on IT specialists and highly trained software developers.
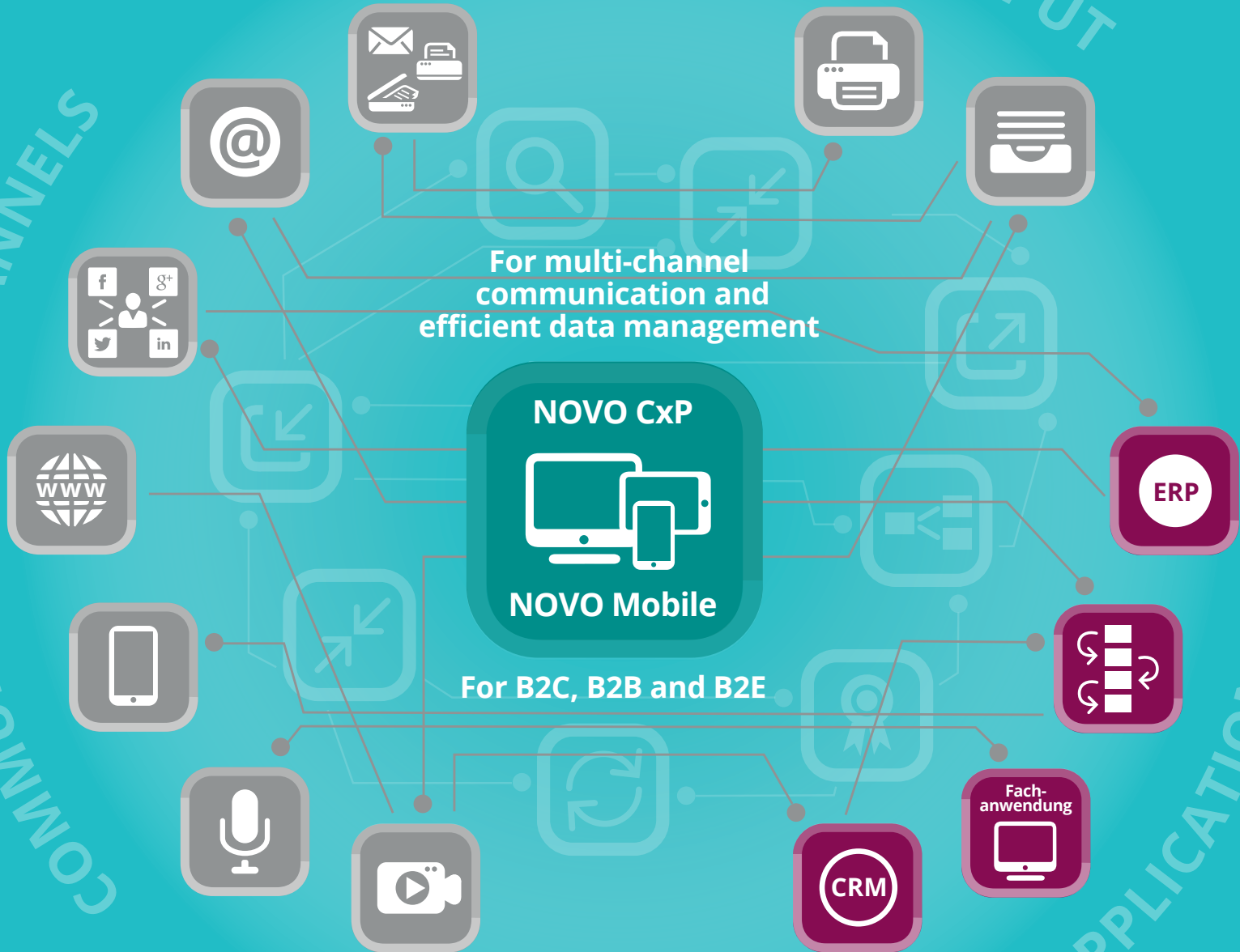
STRENGTHS

OUTPUT

COMMUNICATION CHANNELS

IT APPLICATIONS

For multi-channel communication and efficient data management
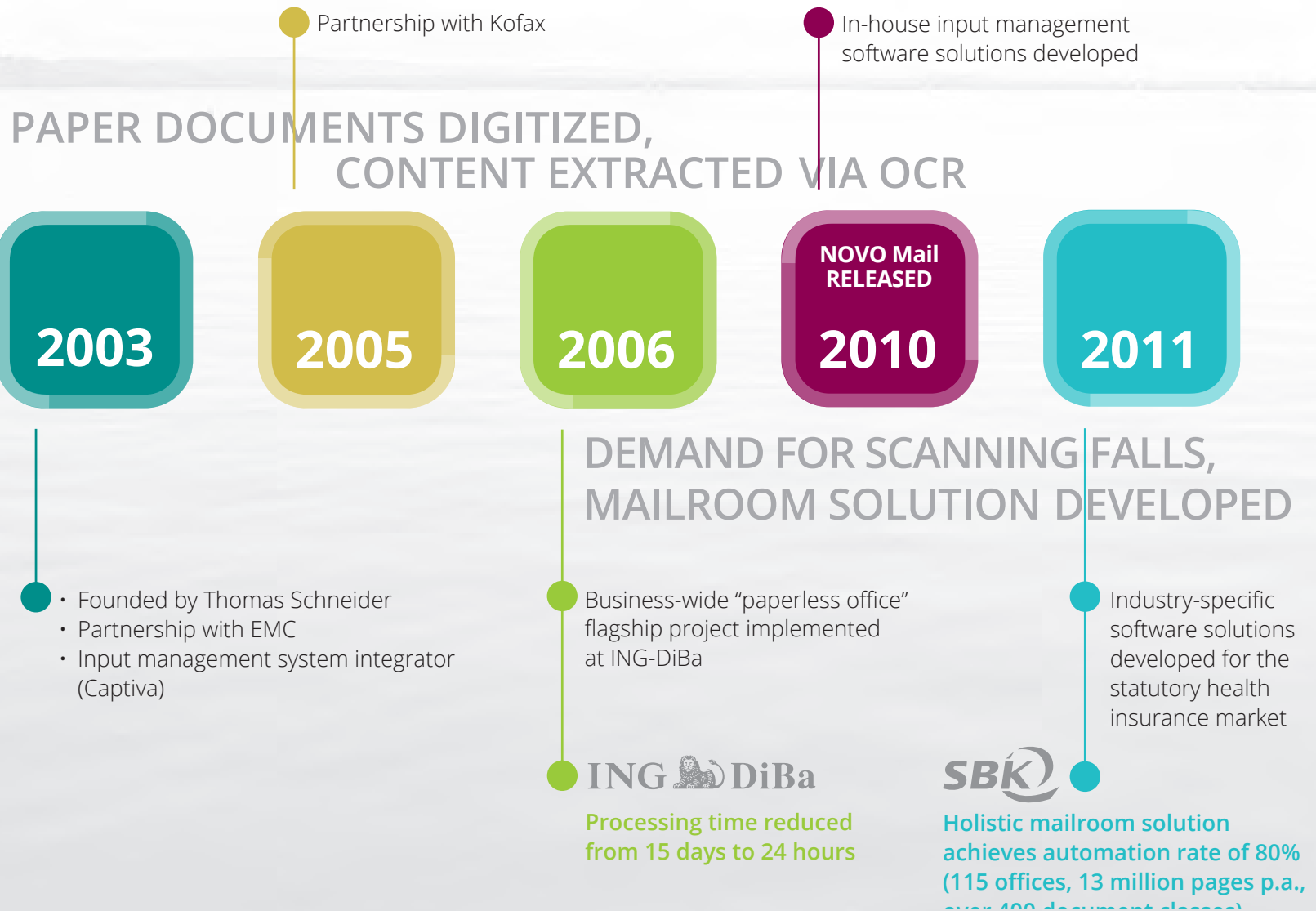
NOVO CxP

NOVO Mobile

For B2C, B2B and B2E

ERP

CRM

Fach-anwendung

OUR HISTORY

Partnership with Kofax

In-house input management software solutions developed

PAPER DOCUMENTS DIGITIZED, CONTENT EXTRACTED VIA OCR

2003

2005

2006

NOVO Mail RELEASED

2010

2011

DEMAND FOR SCANNING FALLS, MAILROOM SOLUTION DEVELOPED

- Founded by Thomas Schneider
- Partnership with EMC
- Input management system integrator (Captiva)

Business-wide "paperless office" flagship project implemented at ING-DiBa

Industry-specific software solutions developed for the statutory health insurance market

ING DiBa

Processing time reduced from 15 days to 24 hours

SBK

Holistic mailroom solution achieves automation rate of 80% (115 offices, 13 million pages p.a., over 400 document classes)

New photo capture app

Move to new offices

KLiNGEL Gruppe

Various individual solutions replaced with email management system for 15 brands across 3 countries (1,500 emails/day, 95% of which with attachments)

- Increasing internationalization
- Various service apps developed
  Focus: smart process apps

MOBILE COMMUNICATION CHANNELS

NOVO Mobile RELEASED
2014

2015

2016

NOVO CxP RELEASED
2017

NOVO APP STUDIO RELEASED
2018

- New development office opened
- Exclusive European retailer for ApplicationXtender
- Partnership with BITMARCK
- Range of products expanded for statutory health insurance market

Partnership with OpenText

Partnership with Wilken

HISTORY

Premium quality

The past few years have shown very clearly that in today's fast-paced world, only the adaptable survive. inovoo is reinventing the technical professional services industry by the **ease with which its solutions can be integrated**. For example, open standards allow you to start by implementing a single process, then expand your usage as needed until you have a complete solution to meet your exact needs.

inovoo's services are **modular**, meaning that they are easy to adapt to individual requirements. inovoo's solutions are suitable for small projects or large volumes. You **decide the level of complexity**.

We make sure you have the right solution and the right **balance between scalability, service and technological know-how**. We never lose sight of your needs. Future-proof and flexible, our cost-effective solutions provide premium quality that will fulfil your requirements tomorrow as well as today.

PROMISE

OUR INDUSTRY-LEADING INNOVATIONS

Numerous industries draw maximum benefit
from our innovative software solutions:

FINANCE

PUBLIC ADMINISTRATION

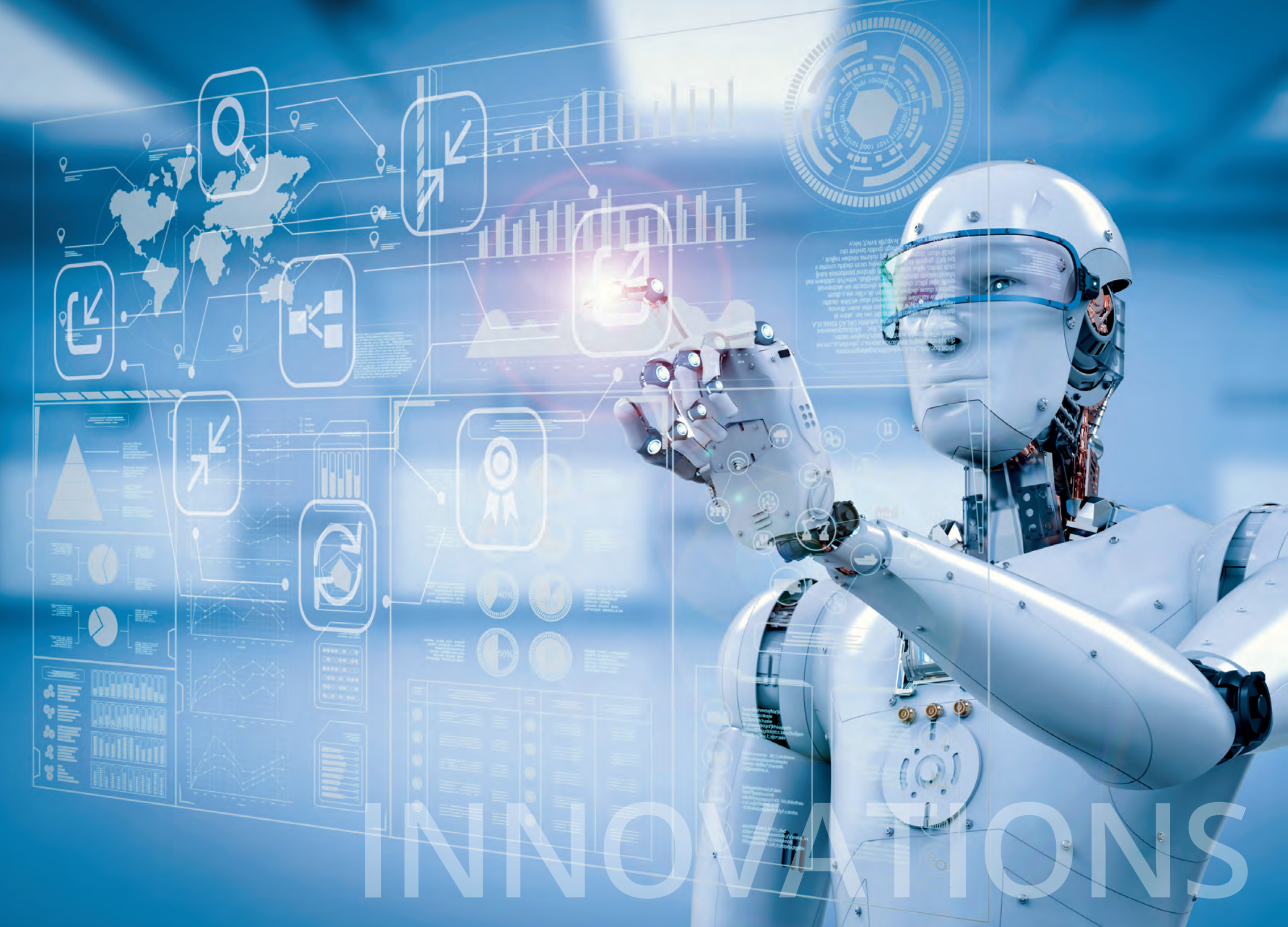**ONLINE RETAIL**

SOCIAL ECONOMY

HEALTHCARE

INSURANCE

TRANSPORTATION

ENERGY

OUR REFERENCES

We set standards

Both our customers and experts within the industry agree that inovoo stands for sophisticated software solutions with real intelligence, future-proof technology and a high level of service. Many companies have already relied on our high-quality solutions for many years, including well-known statutory health insurance providers, insurance firms, banks, industrial clients, online retailers and public-sector clients.

Successful customer installations

BITMARCK	Mobile apps for health insurers for customer dialog with specialist application 21cIng
EagleBurgmann	Implemented an invoice-processing solution for 1 million pages p.a.
Gothaer	Implemented a mailroom solution for 60 million documents p.a.
Hapag Lloyd	Implemented a global invoice-processing solution across 115 offices
HKK	Implemented an omnichannel communication solution for 4 million documents p.a. as well as a mobile service app
ING-DiBa	Implemented a mailroom solution for 30 million documents p.a. with intelligent processing
Janitos	Implemented an email management solution for 500,000 emails p.a.
KLiNGEL Gruppe	Implemented a Europe-wide email management solution for 1.3 million emails p.a.
W+W Informatik	Implemented an enterprise-wide email processing solution for 3.6 million emails p.a.

itsc. Die Lösung zählt

KAUTEX
A Textron Company

NÜRNBERGER
VERSICHERUNGSGRUPPE

UKT
Unfallkasse Thüringen

Wilken Software Group

output.ag
Freiheit digital erleben.

KLiNGEL Gruppe

Gothaer

BITMARCK®

janitos

metasource

Hamburg

Hapag-Lloyd

Salus BKK
Mit gutem Gefühl krankenversichert

SBK

Audi BKK

hkk
KRANKENKASSE

Stadtwerke Düsseldorf

Eagle Burgmann®

wüstenrot württembergische
W&W

BKK
FABER-CASTELL & PARTNER
miteinander · füreinander

DAK
Gesundheit

LB=BW

VER SICHER UNGS KAMMER BAYERN

Sozialversicherung für Landwirtschaft, Forsten und Gartenbau

SWIFT

VHV///
VERSICHERUNGEN

PANATTONI

Ein Stück Sicherheit.

ING DiBa

ARD①   ZDF   Deutschlandradio
BEITRAGSSERVICE

alliander

BMW BKK

BG | Phoenics

BAHNBKK

EnBW ODR

REFERENCES

OUR SERVICE

In order to provide our customers with the best service possible, inovoo works closely with selected partners.

Partnership with OpenText

inovoo's intensive partnership as a system specialist for Captiva started in 2003 with EMC Corporation. After the takeover by OpenText, inovoo has worked closely with OpenText, a brand known as a market leader in software solutions for enterprise information management. Through close collaboration on all levels across management, sales, product development, consulting, engineering and support, our team is able to achieve maximum customer satisfaction.

opentext™ | **Partner**
Reseller Silver

opentext™ | **Partner**
Support

Partnership with BITMARCK

BITMARCK is Germany's largest full service provider in the field of IT for statutory health insurers, realizing IT solutions for company and craft guild health insurance providers as well as DAK-Gesundheit and other health insurance funds. These insurers together support approximately 26 million customers.
inovoo has been a business partner of the BITMARCK Group since 2015, offering IT solutions that integrate customer communication directly into the specialist application 21cIng.

BITMARCK®
Business-Partner

Partnership with Governikus

Governikus KG, established in 1999, provides IT solutions for secure electronic communication, data and documents, particularly relating to protecting personal data. The Governikus portfolio provides a number of solution components for meeting legal requirements, political strategies and technological standards. Together with inovoo's solutions, they make it possible to digitize e-government processes and intelligently maintain digital records and long-term archives.

Partnership with Wilken

Wilken brings together its own standard ERP software with a wide range of industry solutions to create a unique product portfolio for medium-sized and large enterprises. inovoo has worked closely with Wilken since 2017. Together, we develop intriguing app-based solutions in areas such as the social economy, health and insurance, in order to efficiently map digital customer communication.

THINKING AHEAD ...
    ... RIGHT FROM THE BEGINNING.

inovoo