Press release

Inning am Ammersee, 3/13/2018

inovoo presents new data hub

NOVO CxP enables intelligent digitization across all channels

Who hasn't dreamed of something like this? Efficient digitization of time-intensive administration work. Rapidly and provably increasing black-box processing by up to 20%. All thanks to a future-proof software solution that's easy to integrate—and that lets you manually configure workflows as needed. Too good to be true? Not at all: the new NOVO CxP platform from inovoo makes all of this possible.

Multichannel management at its best: innovative software provider inovoo has once again met its goal of efficiently managing the flow of information across all channels with its latest release, NOVO CxP. An EIM platform, NOVO CxP receives structured and unstructured data and documents across a wide range of channels and in a wide variety of formats, analyzes its content and hands it over to downstream processes in a standardized fashion.

"Sometimes, what we do can sound unremarkable," said Thomas Schneider, CEO of inovoo GmbH, based in Inning, Germany. But one look at the potential savings and opportunities presented by NOVO CxP is enough to impress anyone. "For example, we can achieve automation rates of 75-80% when digitizing incoming mail."

A real-time 360° view of the customer

Schneider knows what he's talking about. inovoo has now been active within the market for 15 years, during which time it has specialized in developing multichannel solutions which are easy to implement and provide the required finesse for the age of digitization while still remaining easy to use. "Our platform receives all incoming information from all kinds of sources, then uses sophisticated technology to analyze its content and structure it into a complete customer record. That's a real plus for businesses with high levels of B2C contact, who see their workloads lightened and their customer communication made more efficient as they gain a real-time 360° view of their customers."

A toolbox with finesse

With this solution, inovoo offers a toolbox that allows users to individually design workflows from scratch. "Our customers' individual specialist departments can quickly model and snap together their own unique processes," promised Schneider, adding, "and without having to set up a huge

new IT project each time." Alternatively, the customer can rely on turnkey solutions built with inovoo's own extensive specialist subject know-how—whichever they prefer.

One thing is clear: the customer can enjoy real independence, since there is no need to involve inovoo for each new task. Instead, they can rapidly implement it themselves, saving time and—of course—money.

A concrete example

Here's one great example: NOVO CxP makes it possible to complete digital declarations of accession to statutory health insurance providers, with the customer instantly and automatically receiving their personal welcome package right away—without any human intervention whatsoever. This makes the NOVO CxP platform ideal for email archiving (with automatic classification); processing mobile insurance documents or digital invoices; automatically archiving and indexing Office documents; Office integration for archiving and indexing digital documents; or a wide range of other applications.

NOVO CxP can convert almost any input format into a standard PDF, TIFF or PDF/A 1-3 file. Optimal conversion is particularly important when it comes to incoming digital documents, so that the process can run automatically while ensuring optimal document quality and standardization for further processing.

In short, NOVO CxP provides the ideal basis for businesses in a wide range of sectors to survive in an age of digital revolution without losing any of their media. As Schneider notes with a wink, quoting Charles Darwin: "It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able best to adapt."

((Info box))

Intelligent digitization across all channels

The basic principle behind NOVO CxP is based on processing incoming information. NOVO CxP expands classical input management to add multichannel functionality, conversion, artificial intelligence, self-learning content analysis techniques, mobile components and output options. NOVO CxP processes incoming information and hands it over to specialist processes, making it an exchange platform for all forms of data.

NOVO CxP automates email processing within a business. Group mailboxes are automatically processed, while NOVO CxP helps process and archive personal emails using an Outlook plugin or Office documents using an Office plugin.

NOVO CxP offers a range of options for extracting relevant information from a wide range of documents, files and data, either using keywords, OCR technology and language recognition, either from PDF forms or from unstructured or incomplete text. A combination of these techniques is essential for newer forms of digital communication, since most authors place less value on the clarity of their language in these formats than when using traditional forms such as hand-written letters.

NOVO CxP is capable of running as a client, allowing multiple business processes to run in parallel. Individual processes can be manually started or stopped. Import and export functionality makes it easy to transfer processes from one system to another.

NOVO CxP runs on local servers or in the cloud, and its service architecture means it can be

operated as SaaS. NOVO CxP workflows can be integrated into existing solutions as the primary workflow (using a C# interface) or as sub-workflows. As an open platform, NOVO CxP provides an interface for integrating with other solutions.

inovoo is offering interested parties the opportunity to learn about NOVO CxP's integration options and upgrade pathways (including example applications) on April 18, 2018 in The Squaire in Frankfurt. For more information, visit http://www.inovoo.com/de/produkte/novo-cxp/produkt-launch.

About inovoo

inovoo GmbH, based in Inning, Germany, is a professional, innovative provider of powerful, modular software solutions for enterprise information management in the field of multichannel communication. At the core of its solutions is the permanent digitization and automation of business processes to enable the flow of data across a wide range of communications channels and formats from incoming mail (letters, faxes, emails) to customer dialog (social media, web, mobile devices and chat sessions) and archiving.

This is made possible by an advanced, highly integrated platform (the framework) and a range of data processing services. inovoo also offers many native app solutions for various industries and applications. These interface intelligently with existing IT environments, helping to put business processes into the hands of end users.

5,116 characters
Photos: Visual of NOVO CxP, Screenshot of NOVO CxP; Thomas Schneider

**May be quoted free of charge. Please send us a copy of any published article.**

Contact

Dipl.-Ing. Dipl.-Wirt.-Ing. **Barbara Fendt**
Marketing & Communications
inovoo GmbH
Billerberg 11
82266 Inning am Ammersee
T: +49 8143 99957-17 . F: +49 8143 99957-29
E: b.fendt@inovoo.com . www.inovoo.com

((Image 1))

NOVO CxP receives all incoming information from a wide range of sources and uses sophisticated technology to analyze content and structure it to create a complete customer record.
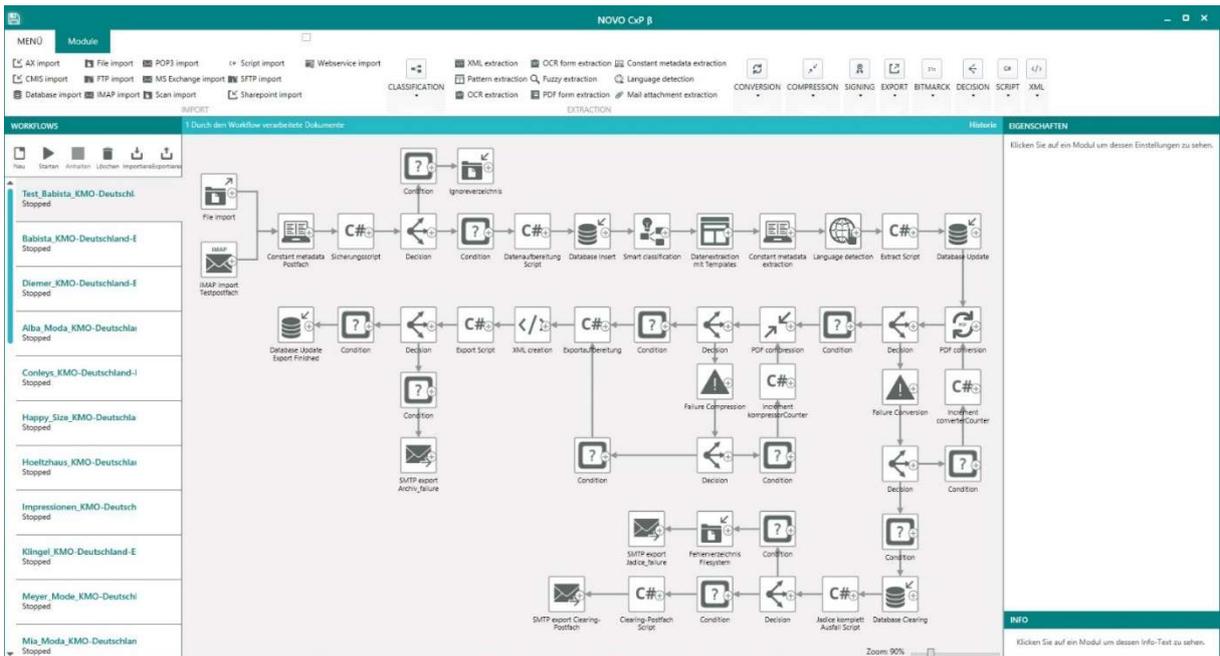
((Image 2))

Fast, easy and independent: thanks to the NOVO CxP platform, there's no need for giant IT projects just to increase digitization rates. The clearly structured interface lets users (specialist departments) set up and configure processes with ease.

((Image 3))

"With NOVO CxP, we are proud to present an impressive tool with real finesse. Customers can intelligently digitize content across all channels and formats, achieving maximum process automation." – Thomas Schneider, CEO, inovoo.