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NOVO Mobile



1.76 billion

1.76 billion people use a smartphone worldwide

173 million

173 million people in the USA use a smartphone

55 %

55 % of all Germans use a smartphone

20 billion

American users have installed 20 billion apps

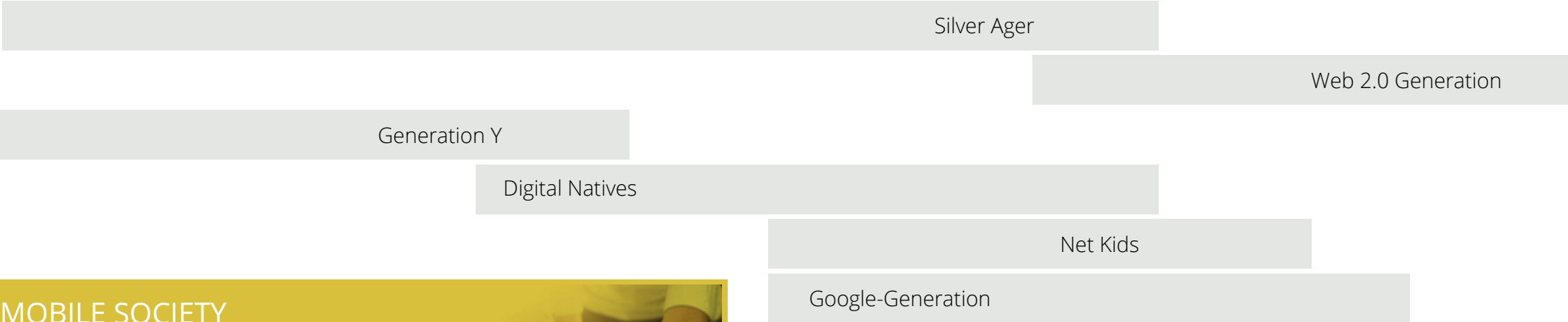
717 million

In Germany alone, € 717 million was spent on mobile apps in 2014

The first step to influencing people is to speak their language.

Kurt Tucholsky

DIGITIZATION AND INTEGRATION – two trends that show no signs of stopping. The result: mobile devices have long since conquered the personal and business worlds. They are now an indispensable part of our everyday life, and can be found almost anywhere on Earth. Their owners use apps to get information and as a replacement for old-fashioned postal communication with businesses.



MOBILE SOCIETY

Increasing numbers of people are spending more time in cars and on trains and airplanes. They want to make good use of that time.



MOBILE LIFESTYLE

Carrying a smartphone or tablet everywhere with you lets you tick off your to-do list while on the move.



MOBILE CUSTOMERS

Why not go mobile too? Let your customers communicate quickly and easily with you while on the move. Get on board with your customers!



THEY DEMAND

- Spontaneity
- Flexibility
- Instant response
- Living in the moment
- Real-time communication
- A global approach
- Self-service
- Any time, anywhere
- Improved customer service

THE CUSTOMER DECIDES HOW AND WHEN TO CONTACT YOU.
 JOIN THEM IN THEIR WORLD.
GO MOBILE!

The customer of the future

04



One in two smartphone users in Germany is an app downloader



The company of the future

360°

Businesses need to meet the needs of their customers

Information – Communication – Service/Support
> Always-on 360° customer records: fast, digital, real-time

How will businesses meet these demands?

The world of apps offers huge potential for businesses

NOVO MOBILE

05

The solution: NOVO Mobile.

NOVO Mobile is a solution for modern, digital customer dialog.

BUSINESSES: Seamlessly integrate the mobile communications channel into your existing systems environment.

CUSTOMERS: Just install an app on your smartphone or tablet.

LET THE DIALOG BEGIN!



The self-service dialog app for your customers

We've all been there: those moments in life that happen suddenly and unexpectedly. Situations that can seem overwhelming at first. What to do? Who wouldn't appreciate a little help in moments like this? Google it? Too time-consuming!



SUNDAY AFTERNOON: TIME FOR A QUICK PINT AFTER TAKING SCRUFF THE DOG FOR A WALK. BUT WHAT'S THAT HE'S EATING?



OH-OH! SCRUFF'S NOT LOOKING VERY WELL. WHAT COULD HE HAVE EATEN?



OH NO, IT'S RAT POISON! HE NEEDS TO SEE A VET, FAST! LUCKILY, SCRUFF'S OWNER HAS DOG INSURANCE THAT WILL, HOPEFULLY, PAY FOR EVERYTHING.



EVEN THOUGH IT'S SUNDAY, THERE'S NO NEED TO PANIC. JUST START A "CHAT" DIALOG IN NOVO MOBILE AND THE INSURANCE COMPANY WILL START THE CLAIM PROCESS AND KNOWS WHICH VET SCRUFF HAS TO GO TO.



THE INSURANCE COMPANY HAVE SENT THE EMERGENCY VET'S ADDRESS TO NOVO MOBILE, SO SCRUFF'S OWNER HAS TIME TO FINISH HIS BEER BEFORE SETTING OFF!



THE VET'S LOOKING WORRIED. THIS IS EMERGENCY TREATMENT AND COULD BE VERY EXPENSIVE. HAS SCRUFF'S OWNER GOT ALL THE DOG INSURANCE DETAILS TO HAND? WILL HE BE ABLE TO PAY THE VET'S BILL NOW?



NOT A PROBLEM! THE INSURANCE COMPANY HAS ALREADY SENT THE CLAIM APPROVAL TO NOVO MOBILE AND CONFIRMS THAT THE TREATMENT CAN GO AHEAD.



NOVO MOBILE HAS MADE THE OWNER & VET HAPPY, BUT NOT POOR SCRUFF...



... SERVES HIM RIGHT FOR BEING A GREEDY DOG!



THANKS TO NOVO MOBILE, EVERYBODY'S HAPPY NOW. CHEERS!

NOVO Mobile lets you integrate your customers' information and documents into your existing processes and IT environment using mobile devices such as smartphones and tablets. The entire adoption process – implementation, use, and any support required – is fast and easy.

The self-service portals currently offered by many businesses have not been used as expected by customers – and sometimes, they've been ignored entirely. Loading the portal and logging in with a unique username and password proves to be more effort than it's worth.

NOVO Mobile, on the other hand, lets you open up a new communication channel your customers already love, allowing efficient options for interaction such as exchanging documents through a personal mailbox, carrying out business-relevant activities, digitally signing contracts and engaging in fast, digital dialog with your specialists.



NOVO MOBILE

OVERVIEW OF FUNCTIONS

MOBILE CAPTURE

Capture documents by photographing them (e.g. invoices, transfer forms, customer documents) and integrate with your existing capture systems

PERSONAL MAILBOX

Any time, anywhere:
customers can manage and archive personal documents

MOBILE PAYMENT

Allows payment using the mobile device

MOBILE COMMUNICATION

Customer dialog for news, chat, forms, instant surveys or document exchange

SECURELY SEND AND RECEIVE DOCUMENTS AND DATA

Secure authentication and encrypted communication between the business and the mobile client

CONVERT DATA TO PDF/A AND HAND OVER FOR PROCESSING

EXTRACT DATA FROM PDFS, EMAILS AND PHOTOS

DIGITAL / BIOMETRIC SIGNATURE

SIGN CONTRACTS AT POINT OF SALE

LONG-TERM ARCHIVING

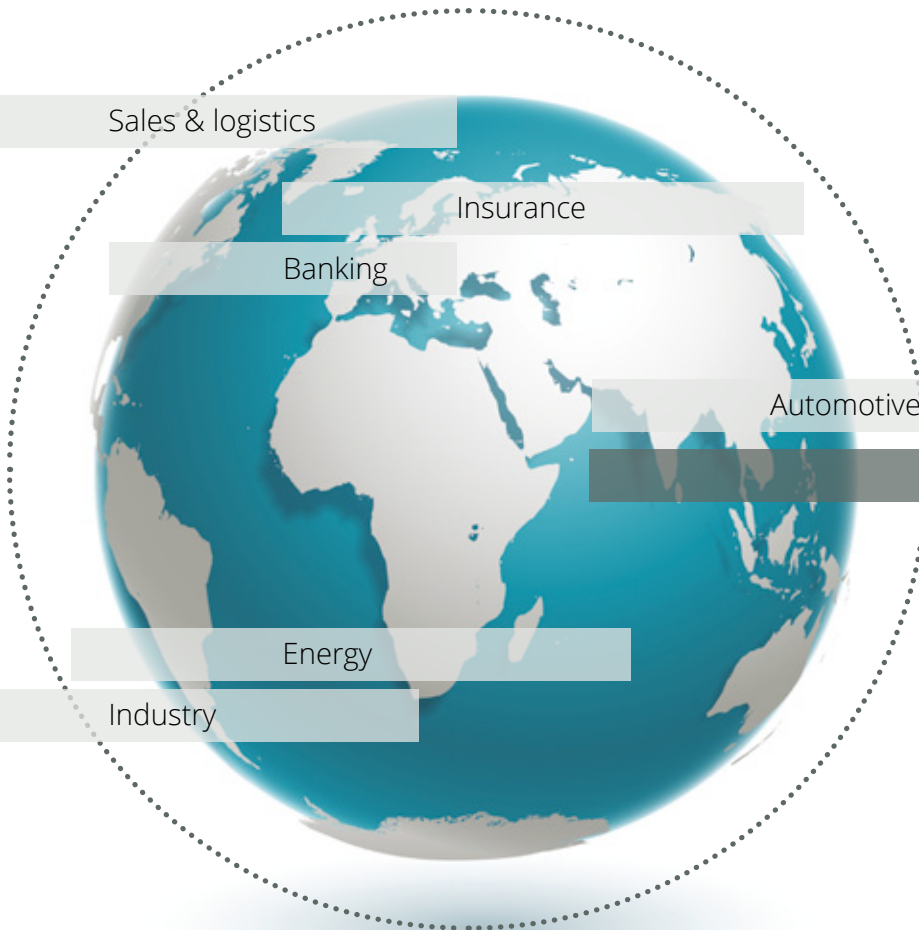


WHO IS NOVO MOBILE FOR?

NOVO Mobile is intended for any business that puts the customer – and customer satisfaction – front and center in all business processes.

ONE FACE TO THE CUSTOMER

The same functions also make this solution ideal for any business with a network of service technicians, off-site staff or multiple branches (for internal communication).



NOVO MOBILE

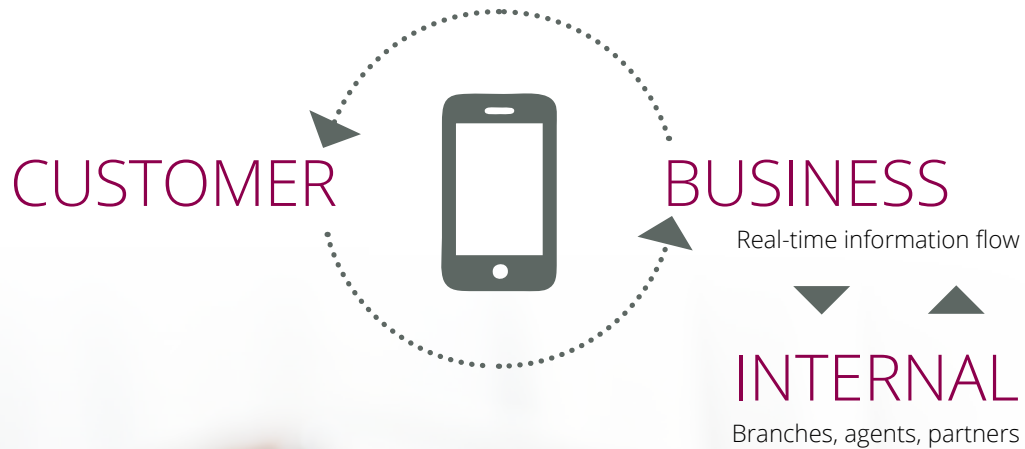
USE CASES

- Paying an invoice
- Sending evidence to e.g. an insurance firm (e.g. doctor's note, car repair invoice ...)
- Altering personal contact details
- Altering bank details
- Car insurance application (content recognition / inputting driver's license details)
- Comparison calculator
- Negotiating, signing and extending contracts
- Sending company and product news
- Photographing your electricity meter to provide a reading

... and much more

THE COMMUNICATIONS PLATFORM

NOVO Mobile lets you build a direct dialog between customer and business. Enquiries are processed fully and in real time, and passed on to the relevant departments where applicable. You can also send critical customer information to off-site staff and others in real time.



- > NOVO Mobile app acts as middleware between customer and business
- > Automatically process all incoming information and documents
- > Complete customer records, any time, anywhere

NOVO MOBILE

ADVANTAGES TO YOUR BUSINESS

- Faster reaction times
- Efficient communication between business and customer
- Cost-effective, efficient customer care
- Reduced processing costs thanks to more efficient business processes and information logistics
- Supports all devices and platforms (web, iOS, Android, WinPhone)
- Use your customers' preferred communications channel
- Optimized service quality: customize communications to meet your customer's expectations – living in the moment
- Reduce processing times from days to minutes
- Increase customer satisfaction

70 %

REDUCTION IN DEVELOPMENT COSTS THANKS

TO FRAMEWORK TECHNOLOGY

EVEN MORE ADVANTAGES



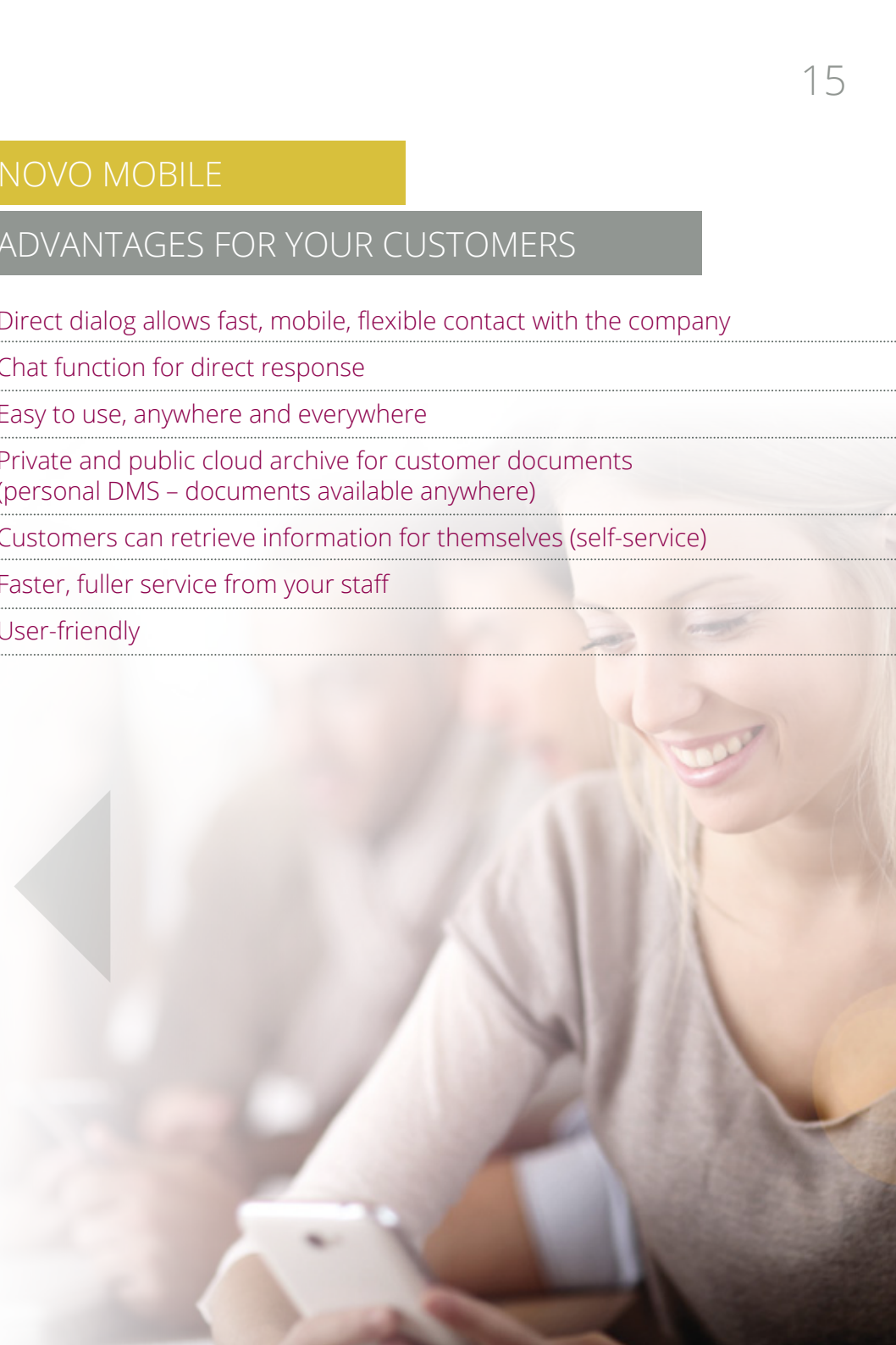
ALL IN ONE APP

- Process everything on the mobile device
- Customers check data themselves for low error rates
- Total support for off-site staff thanks to up-to-date documentation and seamless communication
- Cost-effective digital customer dialog (reduce printing costs for "green IT")
- Standardized communications channel – integrates fully and easily into your existing business

NOVO MOBILE

ADVANTAGES FOR YOUR CUSTOMERS

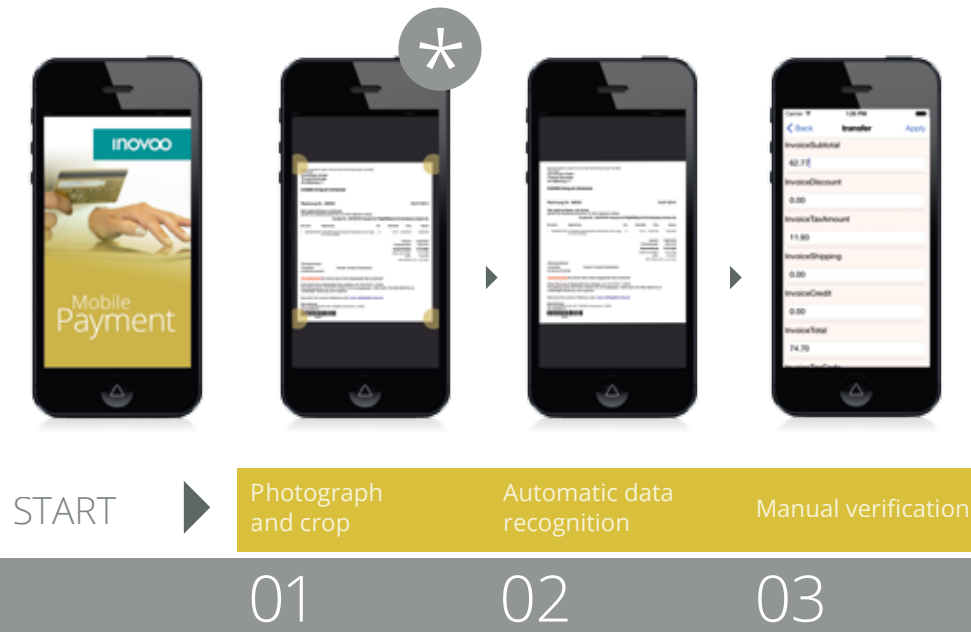
- Direct dialog allows fast, mobile, flexible contact with the company
- Chat function for direct response
- Easy to use, anywhere and everywhere
- Private and public cloud archive for customer documents (personal DMS – documents available anywhere)
- Customers can retrieve information for themselves (self-service)
- Faster, fuller service from your staff
- User-friendly



MOBILE CAPTURE – PHOTOGRAPH DOCUMENTS

Mobile Capture scans photographed documents such as invoices, remittance slips, claims documents or electricity meters, then converts them into digital documents which add up to a complete digital archive of all customer records. Relevant information in the photograph is automatically extracted (e.g. invoice data) and displayed in the app for verification. Following confirmation, the information is sent to the company and a copy is stored in the customer's personal archive.

IT TAKES JUST 3 STEPS:



* Customers or on-site staff photograph documents for a reliable, verified, streamlined process

NOVO MOBILE HIGHLIGHTS

MAILBOX / PERSONAL DOCUMENT STORAGE

This function serves as a personal document storage space for the user. Here they can view all uploaded or unsent documents, sorted by send date. The customer can also receive news, information and reminders through their mailbox.



360° customer records

Up-to-the-minute information

Easy-to-use document exchange platform for customer and business

COMMUNICATE IN REAL TIME: CHAT

Experts report that customers making a purchase or signing a contract are nine times more likely to do so in a chat session.

Direct dialog (by text or using audio memos) allows direct responses to enquiries, which means many issues can be resolved at the first point of contact. In short, this offers businesses more efficient processes, reduced costs, and satisfied – even impressed – customers.



Immediately after the chat concludes, the administrator can investigate the customer's level of satisfaction with the service provided using the survey function.



Customer Mr Smith

Hello, I have a question about a contract which is about to expire.

09:02

09:02

Administrator (Dept. X)

Hello Mr Smith, I'd be happy to help. The contract in question seems to be contract xy, dated 10/10/2012.



Customer Mr Smith

That's the one! I'd like to extend it. Would there be any changes to the existing terms and conditions?

09:03

09:05

Administrator (Dept. X)

Yes, our terms and conditions changed at the end of last year. You can see the changes in the attached factsheet.



Customer Mr Smith

Thank you! I'm happy to extend my contract under these conditions. I'm going away on holiday tomorrow: how soon can we complete the process?

09:18

09:19

Administrator (Dept. X)

Not a problem – I'll complete the contract for you now. It'll just take a few minutes. I can also see that you updated your address today; I'll take that into account.



09:28

Administrator (Dept. X)

Please find attached your new contract xy, which has now been extended for two more years. All you need to do is sign digitally through this app.





Customer Mr Smith

That was quick! Thank you. Please find the signed contract attached.

09:32



09:33

Administrator (Dept. X)

Thank you for sending the signed contract. You can find a copy of the document in your personal folder. Do you have any other questions today?



Customer Mr Smith

No, no other questions at the moment. Thanks for taking care of this so quickly.

09:33

09:34

Administrator (Dept. X)

You're welcome. Feel free to contact me at any time if you have any other requests – I'm always happy to help. Have a good trip!



eSIGN – DIGITAL SIGNATURE

As you've just seen in this real-time customer dialog, customers can use eSign to instantly digitally sign documents using their mobile device.

Imagine it – your sales agent is on-site with the customer and the contract is ready to be signed. Now, they can seize the moment: no need to prepare the contract in the office and risk the competition beating them to it!



No more paper

No postage delays

Process in full

Legally-compliant signatures

NOVO Mobile is a new kind of solution that reacts to changing needs in the field of customer communication. Acting as a dialog platform, the app is based on the way we live today, offering businesses a way to respond to changing circumstances by making a technological leap forward.



Become a **DIGITAL LEADER** in your industry

for **MAXIMUM CUSTOMER SATISFACTION.**



ABOUT INOVOO

inovo is a highly specialized partner in the fields of multi-channel management (customer dialog, customer correspondence), customer communications and process automation. We provide products and solutions for SMEs and large enterprises, covering the entire spectrum of input management, output management and everything in between – and all from one source.

- > 100% integrated solutions
- > No more isolated applications
- > Integrate all communications channels
- > Traditional mails and faxes, email and web, and even mobile devices
- > Holistic processing
- > One system covering input, process and output management





PRODUCT SHOWCASE

REQUEST YOUR FREE
NOVO MAIL INFO
BROCHURE NOW -
NO OBLIGATION!

RELIEVE YOUR STAFF -

OPTIMIZE YOUR PROCESSES

NOVO MAIL

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Email is now the preferred communications channel among the majority of your customers. Many companies' staff and systems alike are unable to cope with such high email volumes. NOVO Mail guarantees automatic processing of incoming emails and reliably passes them on to downstream business processes and archives. NOVO Mail supports all document formats and all input channels, and its modular structure means it can be customized to meet your exact needs.

We measure our satisfaction by your own!

Thomas Schneider, CEO, inovoo

Interested?

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<http://www.inovoo.com/en/products/novo-mail/>

Get to know the other products in the NOVO product family.

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Your customers will love this app!