

# JANITOS

Digitization from scratch:  
Input management  
unlocks automation



Janitos Versicherung AG is saving its agents the effort of completing tedious paperwork and management tasks. The specialist insurance provider is automating customer service processes for its sales partners using **NOVO CxP**, which is significantly increasing productivity with robotic process automation and artificial intelligence. It's just like they say: the shorter the distance, the faster we arrive!

## AT A GLANCE

- **THE INDUSTRY**

Insurance

- **THE STARTING POINT**

Janitos' business processes struggled with a significant amount of manual work. Resource usage was high across all departments, particularly when it came to end-of-year tasks. Throughput times were long and data relating to business processes was not machine-readable. Staffing and administrative costs were high. Processing customer inquiries took a great deal of time and effort.

- **THE TASK**

As part of an overall redesign of its IT systems, Janitos was aiming to digitize and automate its business processes. The goals were for information accessibility and service quality to be significantly improved, and for staffing and processing costs to be reduced.

- **THE SOLUTION**

As the platform for all communication pathways, including mail, fax, email and digital data streams, inovoo's **NOVO CxP** software solution is now serving as the key component of the reorganization project. Because it acts as a holistic input management platform, **NOVO CxP** processes documents and data from a wide range of input channels (such as email, for example) and analyzes the sender's details. **NOVO CxP** identifies and extracts content, forwards emails along with the extracted content based on specific rulesets, and archives this content in a legally compliant format. This provides the ideal foundation for automating mailroom processes.

- **THE RESULT**

Around 500,000 emails per year are passing through the platform and are being processed by the intelligent, and stable **NOVO CxP** system. Employees are seeing their workloads reduced and processing times have dropped significantly. Manual work has also been dramatically reduced. And as a result, Janitos is now able to significantly improve customer response times.



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### THE STARTING POINT

It needs to be seamless for the customers – and they need to understand what is going on in the background. This is the standard that Janitos Versicherung AG has set for itself. Since Janitos works exclusively with external agents, it places exceptionally high value on service and rapid response times.

To support this, the company has decided to re-design its IT systems and make input management a central component of automated correspondence processing, with deep integration into specialist applications and business processes. Importantly, the project was implemented in small, pragmatic steps which consistently improved performance. The focus at all times remained on the benefits to the customer and employees' acceptance of the solution. Janitos is planning on approximately two to four optimization steps this year.

### THE GOALS

Many of Janitos' operational processes were starting to show their age. There was a need to align with both modern requirements and rapid changes in the market. In this context, one of the key competitive factors in digitization is intelligently connecting services, products and processes. Delivering this is a task that software systems and most process-oriented organizations can no longer accomplish by themselves.

An innovative approach to input management can help here. Utilizing **NOVO CxP** in combination with a dynamic sales organization which fully understands its own processes inside and out is helping Janitos meet the demands of the increasingly digital world. Just as many other organizations are trying to do, the goal of increasing efficiency within the organization and making processing more reliable is paramount to success.

The central image shows a computer monitor displaying a complex workflow diagram with various nodes and arrows, representing the automated correspondence processing system. To the left, a laptop screen shows a list of documents with columns for 'Rechnung', 'Page Count', and 'C/P'. To the right, a tablet and smartphone display forms and a 'WILLKOMMEN' (Welcome) message with the Janitos logo.

## EASE OF IMPLEMENTATION

Janitos implemented the intelligent **NOVO CxP** solution in three stages, setting it up as the basis for what its insurance brokers would see as a dynamic sales organization. This base platform was first connected up to the input channels and target systems. Notably, all of this happened while regular insurance sales operations were still ongoing. Janitos' approach was divided into three phases:

- **Phase 1: Proof of Concept**  
Basic installation and configuration, email connection, forwarding to specialist application (TCP) and archive
- **Phase 2: Expansion**  
Add auto-indexing, implement a trainable AI system
- **Phase 3: Extension**  
Extend auto-indexing (RPA), connect additional input channels (e.g. mail), more sophisticated document data extraction

One particular benefit with **NOVO CxP** is that it is quick and easy to implement. In Janitos' case, it took just six weeks from the start of the project to implement the planned proof of concept for **NOVO CxP** in its system environment.

One of **NOVO CxP's** core tasks is to automatically identify incoming emails (and faxes). It can distinguish between 183 types of documents under the "operations" category (including contractual changes, cancellations, updates to bank details...), convert them to PDF format and forward them to the relevant specialist department or to the company archive.

Next, the integrated **NOVO Smart Classify** module classifies each document. Janitos estimates that – to take changes of address as an example – it can achieve an automation rate of 95%. For automobile insurance applications, the rate is around 75%. It's important to note that within just a few weeks, Janitos' employees were able to carry out many processes by themselves (e.g. training using learning sets).

Further phases, including incorporating the loss department, are planned in order to make use of the full potential of the **NOVO CxP** platform. After cost/benefit calculations are complete, each additional phase can be implemented entirely independently of the other. This approach gives Janitos maximum flexibility in terms of all critical aspects of its decision-making. Janitos can therefore independently extend and improve its level of business process digitization across multiple departments.





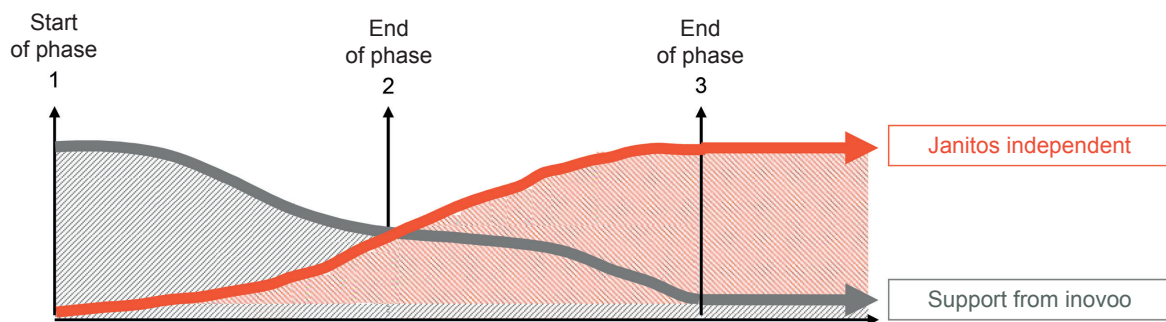
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## DIY: A HIGH DEGREE OF INDEPENDENCE THANKS TO SELF-IMPLEMENTATION

Interestingly, acceptance rates in both IT and management were high right from the start. More than anywhere else, this was visible in the enthusiastic support provided to departments. In spite of the brief onboarding and training phase, end users were initially somewhat skeptical of the solution, as they feared automation would lead to personnel streamlining.

Janitos can now offer its agents uniquely practical tools and services that significantly reduce administrative work and throughput times – and specifically in the places where it makes sense to do so and brings real benefits. As a result, all processes are simple, dynamic and designed to work together perfectly. Agents work more efficiently and have more time to support and advise clients. Just in line with Janitos' own motto: The customer is king, not the paperwork.



*Independent of any service provider: With **NOVO CxP** from inovoo, Janitos can complete many tasks all by itself.*

But day by day, use by use, this skepticism turned into approval. In short, the benefits of faster document processing persuaded the users, too. Now, searches work at the press of a button, queries can be answered quickly, and the time savings improve the quality of employees' work and their data.

In particular, Janitos also values how easy inovoo's solution was to implement, as well as the way it can be gradually expanded to meet the company's needs. The insurer now has a solid long-term basis for achieving real independence from external service providers, as it can maintain much of the system itself and implement new functions at its own pace. Where before the company was tied to rigid, costly IT systems. **NOVO CxP** now offers significant flexibility and dynamism.

### BENEFITS TO JANITOS

- Quickly complete business processes
- Significantly reduce throughput times
- Reduce the burden of management work
- Reduce paper volumes
- Improve access to information
- Improve service quality
- Reduce personnel costs
- Create a central platform for classical and digital input channels

## CLASSIFICATION WITH NOVO SMART CLASSIFY

**NOVO Smart Classify** is a **NOVO CxP** module that classifies incoming documents and information, such as emails and their attachments, using semantic, statistical and rules-based methods. It is trained to recognize documents using artificial intelligence and cutting-edge machine learning algorithms. This significantly reduces the work involved in training it to recognize new documents. And it works the same whether handling scanned or natively digital documents. **NOVO CxP** uses a dedicated tool to get the best results.

It inspects email headers, bodies and attachments and analyzes both image-based documents and text data. This avoids converting to TIFF for typical OCR-driven classification and extraction, improving performance and reducing licensing costs.



## BENEFITS WITH NOVO SMART CLASSIFY

- Reduce costs thanks to faster business processes
- Maximum automatic classification rate
- Save time by avoiding manual classification
- Reduce employee workloads
- Employees can focus on core tasks
- Improve employee satisfaction



Janitos has abolished manual, time-consuming sorting, scanning and pre-indexing of incoming mail thanks to the **NOVO CxP** technical platform. All incoming mail (fax, email, classical post, etc.) is managed the same way across all departments and automatically processed with the aid of robotics and AI.

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### ULRICH GEUSS

Director, Janitos

*"Our staff is seeing enormous reductions in their workload. Thanks to **NOVO CxP** we can release 20 employees from time-consuming manual work, leaving them free to work on other tasks, like*

*supporting complex specialist customer communication processes, that software solutions cannot yet do."*

### THE CUSTOMER

Janitos ([www.janitos.de](http://www.janitos.de))

Janitos Versicherung AG is a subsidiary of the Gothaer group. Janitos is a long-established, rapidly growing accident and loss insurer based in Heidelberg, Germany. Around 230 employees provide support for over 615,000 contracts and ensure an annual turnover of approximately 107 billion euros. As a B2B provider, Janitos sells its products via agents, agent pools and associations as well as financial institutions.

**inovoo GmbH** is a professional, innovative provider of powerful, modular enterprise information management software solutions for multichannel communication. At the heart of all this is the ability to **permanently digitize and automate processes** relating to the flow of data across diverse channels and formats, covering mailrooms (mail, fax, email), customer dialog (social media, web, mobile devices and mobile chat) and archiving.

inovoo also offers fascinating process-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 app users.



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