

# NOVITEX'S BUSINESS PROCESS AUTOMATION: APPLICATION PROCESSING

## Custom Document and Data Capture for Business-Critical Documents

Customer expectations have changed. Responses are expected from companies almost immediately, regardless of whether it is a question or an application. Many companies have not changed how to efficiently process the multitude of inbound communications that come through various channels, whether it is on-boarding forms for mortgage loans or enrollment forms. Many still tend to rely on paper-based, manual, error-prone work-flows, which lead to wasted staff productivity and capital, increased risk for non-compliance, security breaches and low customer satisfaction.

At Novitex, we also understand that manual, error-prone work-flows, paired with outdated technology, prevent companies from meeting deadlines and exceeding customer expectations. Our process is designed to streamline the overall workflow and handle exceptions to check data quality and ensure we capture all the necessary information and data points.

In a recent survey, 68 percent of respondents agree that business-at-the-speed-of-paper will be unacceptable in just a few years' time. Over 46 percent of businesses consider that the largest single productivity improvement for most of their processes is to remove paper.

### NOVITEX'S APPLICATION PROCESSING IS THE SOLUTION.

We leverage our expertise, technology, people and Six Sigma methodology to improve and automate your customers' application and enrollment processes. We start by understanding your customers' business requirements and the types of inbound communications you receive. Then, we design an efficient workflow to improve accuracy and reduce turnaround time. Finally, we create templates and customize the system to capture relevant data fields for better indexing.

In order to capture the data at the earliest point of receipt and lessen the overhead, our services can be provided on site, off-site or through a combination of the two based on your needs and preferences. During the process, we establish consistent and standard operations that adhere to regulations for handling customer information and provide a fully auditable record.

We also provide visibility into daily operations through a variety of metrics and reports. We use these reports to identify areas for ongoing improvement. Reports may be customized leveraging our NoviMetrix dashboard or individualized based on your needs and requirements.

### HOW IT WORKS.

- Your customers send in enrollment, mortgage, applications or similar documents by whatever method they prefer (mail, email, facsimile)
- Our trained associates transform physical documents into digital; our systems standardize electronic documents to a set format
- Leveraging our intelligent capture systems, we extract relevant data that our clients need for their business and workflow process
- We deliver electronic documents and data for your business processes or we host this for you

### BENEFITS.

- Reduces processing time by up to 40 percent, with improved accuracy
- Lessens risk for non-compliance and security breaches
- Decreases overhead and fixed costs; decreases costs up to 20 percent, on average
- Shortens cycle times and accelerates business processes
- Frees your resources to focus on your core business

### MEET OUR EXPERTS



**Dave Doucette, Sr. Solution Architect**  
More than 25 years' experience in document management. Dave brings a variety of experience in design and delivery of enterprise document and data capture solutions. He is CDIA (RIM), BPMs certified.



**Pete Stein, VP Capture & Intelligent Data**  
Over 30 years of industry knowledge and professional experience in the print and document solutions industry, with emphasis on sales and marketing, design, analysis, development and implementation of business processes and solutions.



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Step by Step Guide on How Application Processing Can Work for You

