



Document Management - Digital Storage overview

Instantly archive, search and retrieve your customer's data - enabling you to deliver improved customer service.

Our digital document management solution can transform your organisation's data by providing the correct content, file format and delivery channel required, according to business need, document content or customer preferences.

By managing the capture, storage, transformation, processing and multichannel delivery of data and document output, our solution can help you to reduce operating costs and improve business efficiency.



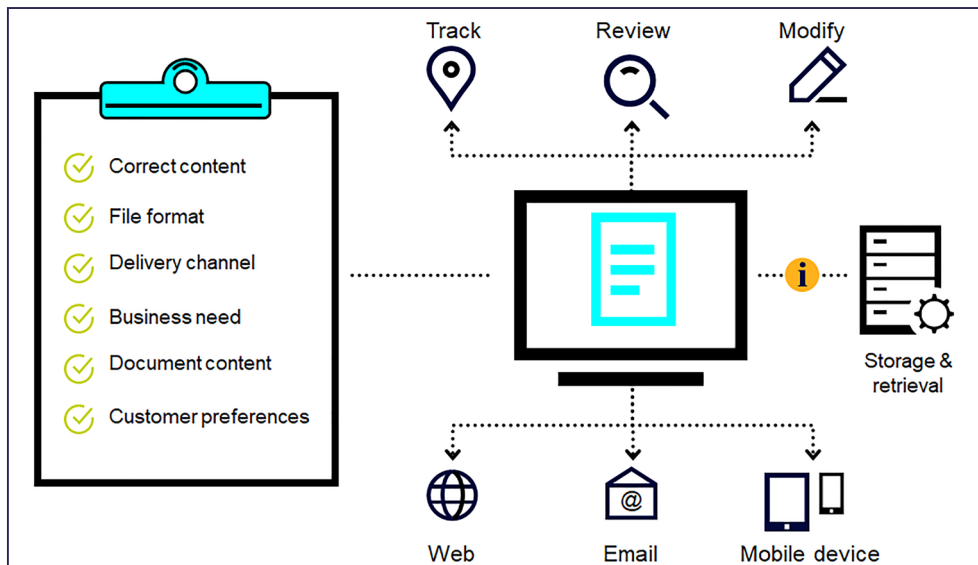
Document Management Digital Storage - How it works

Our digital document management (DDM) solution is a fully hosted and managed high speed, high volume, high performance online document and data repository providing immediate access to all your customer communications, including statements, policies and letters.

Real-time indexing, compression, storage and direct data retrieval are integrated quickly and directly into contact centres, existing networks and / or customer websites.

The built-in search function allows access to any file - old or new - within seconds. Once the file is found, it is easy to share with other team members, email to your customer or reprint and mail. You can also allow your customers access to their specific documents via an online self service option.

Office based employees as well as those travelling, working from home or at satellite office locations can all securely access and share the same information.



Benefits

- Data protected**
 Data and information is swiftly received and processed securely according to regulatory, legal and quality requirements
- Accessibility**
 A single view of multiple data and document sources is created
- Improved customer service**
 Faster and accurate response increases customer engagement and enhances customer experience
- Cost reduction**
 Dramatically lowers administration charges associated with legacy document management
- Seamless integration**
 Automating your internal business processes and introducing solutions that seamlessly bridge your existing infrastructures provide immediate impact without the headache of significant upfront investment
- Increased productivity**
 Enable staff to carry out their duties in a more efficient, effective and consistent manner
- Lower carbon footprint**
 Save on utilities, consumables and delivery

Transformation

Organisations are often encumbered with multiple legacy systems that produce customer communications in a variety of formats.

Our DDM solution can transform your organisation's data by providing the correct content, file format and delivery channel required, according to business need, document content or customer preferences. This is even where the data logic and code of the created documents has been lost or is unclear.

Working with our expert design service, you can fast-track the improved appearance of customer communications and channel choice with minimal impact on current operating procedures and business resources.

Workflow

Our DDM workflow helps you to reduce operating costs, improve business efficiency - and ultimately customer experience - by enabling the automation of many of the low level admin based back office tasks.

User actions or pre-determined system events can trigger responsive communications to customers through our customer communication platform. This results in the automated delivery of the right message at the right time through the right channel.

Our solution supports the automatic compilation of scheduled reports. These can be sent to individuals at specified times to improve insight and aid decision making. Captured data can also be integrated into Customer Relationship Marketing (CRM) and Enterprise Resource Planning (ERP) systems to inform business processes and provide control.

Retention and retrieval

We offer a flexible and scalable DDM solution for the storage and retrieval of digitised records. Documents can be viewed, commented on, passed to workflow systems, printed and emailed.

Data is stored securely and accessed instantly on the web, via email and mobile devices. In addition, we provide search tools that support users with the rapid retrieval of information, saving your organisation time.

Customer user access permissions and data management ensure the right person has access to the correct documents at the right time.

The solution can be used to gain and retain categorised access to any format of digitised record, including legacy archives.

The DDM system provides a secure, ISO27001 accredited repository for customer information. All the time it ensures that the data retention periods meet both GDPR requirements and your business needs.

By using our API and web service integration, it delivers content directly to your business systems without the cost and disruption associated with changing your core business applications or interfaces.



Find out more at:

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