



Processing Incoming Customer Correspondence Automatically

Despite the progress of digitalised business processes, paper is still the dominant medium for correspondence. German organizations process 40 million letters, orders and forms in hard copy daily. Every step of processing mail mostly manually is expensive. Mediatrix MAILROOM by ITyX allows full processing of incoming correspondence – from optical character recognition (OCR) to automated classification of business events to archiving. The potential for increasing efficiency is tremendous – especially considering that Mediatrix does not depend on complex rule sets to operate optimally.

The efficiency of traditional document management solutions (DMS) in an organisation's mailroom depends on the digital logistics of business transactions. Mostly this is done manually, based on confusing, complex rule sets.

However, potentially up to 75 % greater efficiency is possible by automating classification and further processing of document contents. This is where ITyX uses scientific methodologies to classify documents based on content and process them automatically.

With Mediatrix MAILROOM, auto-adaptive processing of all your digital mail is now possible. Independent of document type and structure, letters, faxes, emails and archived documents are analysed purely on a text basis, and categorized for further processing within the organisation. This creates your own highly efficient digital mailroom.

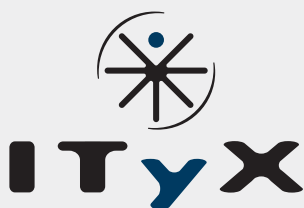
While conventional methodologies of document management systems (DMS) are based on the digital logistics of business correspondences, Mediatrix MAILROOM allows automated capturing and further

processing, making customer data usable and extracting process-relevant information. Manual post-classification by a human representative is dynamically integrated into the classification process. ITyX's digital mailroom is thereby auto-adaptive. Virtually free of administrative intervention, the application automatically optimises its own knowledge base and does not depend on confusing rule sets.

With Mediatrix MAILROOM, you can move your entire organisation's incoming mail through for further processing based on graphically configurable workflows.

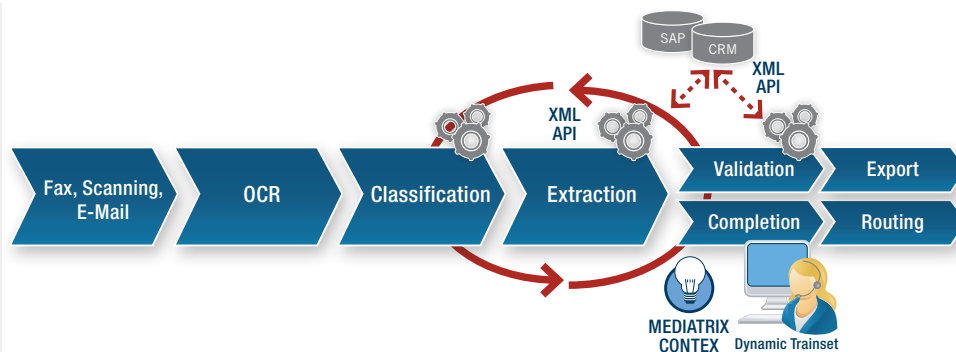
FUNCTIONALITIES AT A GLANCE

1. Error-optimized OCR extraction of random mail documents
2. Application and integration of existing OCR solutions through virtual OCR
3. Visual and content-based classification of forms with iForm
4. Content classification based on powerful AI technologies with iBooster
5. Auto-adaptive processing of all document types, independent of structure
6. Graphic, linguistic and rule-based extraction of document data
7. Fuzzy search in legacy data and text of documents
8. Dynamic training sets: human reps' reactions affect degree of efficiency
9. Scalable system architecture and integration of any operating system
10. Graphic workflow designer and comprehensive analytical and reporting tools



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Mediatrix MAILROOM



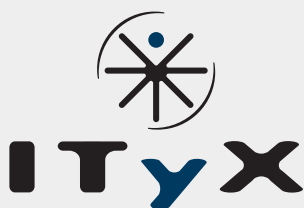
Mediatrix MAILROOM by ITyX uses scientific methodologies of artificial Intelligence (AI) in order to utilise the actions of human representatives during classification, review and extraction of document-based business events for the dynamic optimisation of the knowledge base. That way, by automating repetitive processing steps, the system reaches an optimal degree of efficiency while in operation.

Based on sample processes from your mailroom operation, a structure of business responses is developed and auto-adapted. Time, cost intensive development and maintenance of rule sets become obsolete. Therefore, ITyX solutions reduce operational resources and help optimise processing times and quality.

In addition to intelligent classification, Mediatrix MAILROOM offers various extraction methods, which allow automatic

review of document contents in the organisation's archives. Mail processing is automated through content-based (linguistic) data identification and position and template-based extraction.

Using science-based methodologies for input management marks the transition to a new generation of digital mailroom solutions. ITyX's intelligent software solutions gradually automate the way your organisation processes documents and information.



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BENEFITS FOR YOUR ORGANIZATION:

1. Shorten cycle and processing times for written customer correspondences
2. Automate processing through data extraction and background processing
3. Process any types of documents (free-text, forms, invoices) in one system solution
4. Dynamically optimize quality of classification without administrative intervention
5. Optimal control of operation through graphic workflow and monitoring tools