



## CONNECTING THE CORRESPONDENCE SYSTEM WITH THE ARCHIVE

DOPIX/Desktop is a bridge between two systems: It links the correspondence system with the archive, while avoiding any media discontinuity. With DOPIX/Desktop, users can add annotations to archived documents and then add them with a mouse click to the correspondence they are currently processing. It is a helpful tool for every employee and a true efficiency booster for you customer correspondence.

This efficiency booster has a name: DOPIX/Desktop.



### FUNCTIONS

- Integrating archived documents into customer correspondence using drag and drop
- Enclosing complete archive documents or single pages
- Adding annotations
- Archiving any newly created correspondence



### BENEFITS

- Consolidation - one customer correspondence system for the whole company
- Increase in processing reliability through archive integration without media discontinuity
- Cost savings through postage optimisation and batch printing
- Increase in efficiency by avoiding manual activities
- Used in the familiar icon Suite environment

### WHAT IS DOPIX/DESKTOP?

Until now, it was possible for users to create new documents and search for archived documents at the same workstation. However, there was no option to add the retrieved documents to the correspondence system and process them in that application.

If users wished to add archived documents or just a couple of document pages to a newly created letter, they had to print the archived document and enclose it manually with the new document, which also had to be printed.

This procedure was both inconvenient and expensive in terms of paper and labour costs. And it also constituted a huge security gap: On the one hand, everyone could have a look at the document, and on the other hand, the new process was only partially recorded and therefore not completely documented for any subsequent processing.

### SEAMLESS ARCHIVE INTEGRATION

The connection between the correspondence system and the archive has made it possible to both create new documents and enclose archived documents or document pages directly and in electronic form at the same work station.

The newly created, complex document is automatically archived and therefore the handling of a process is recorded.

### FROM THE ARCHIVE TO THE TEXT SYSTEM OF THE OUTGOING MAIL WITH A CLICK

Only DOPIX/Desktop sets the stage for efficient document management by creating all output documents centrally and processing them fully-automatically.



*Due to the integration of archived documents into the document creation process, media discontinuities are avoided and processing reliability is enhanced.*

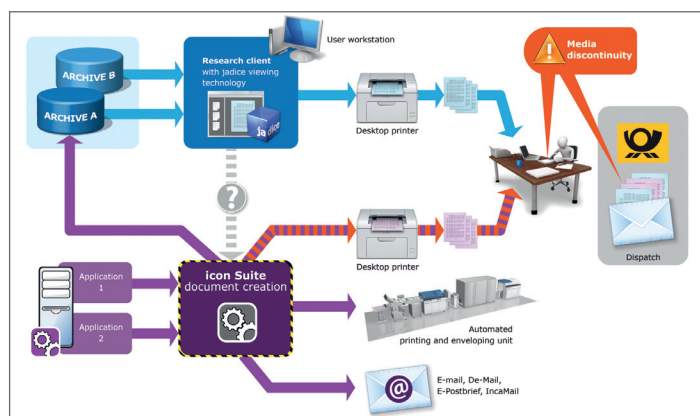
*Furthermore, the degree of automation is increased and costs are cut due to batch printing and postage optimisation.*

**Uwe Seltmann, CEO of icon Systemhaus GmbH**

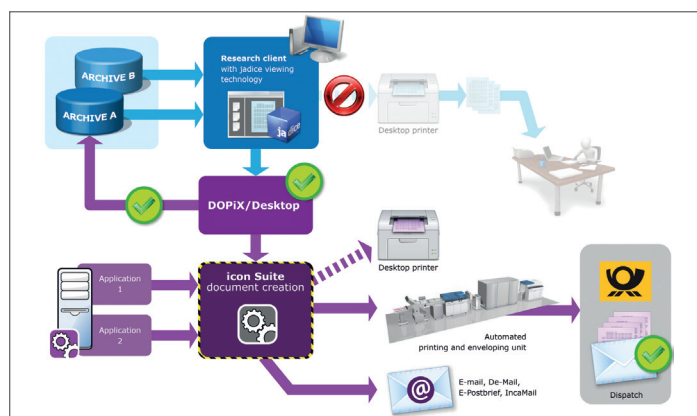


## OUTGOING MAIL

Users create a new text document and add an attachment consisting of archived documents or document pages to it with a mouse click. To this end, they can search the relevant archives and then drag and drop the selected archived document or document pages into DOPIX/Desktop for further processing.



Output workflow **without** DOPIX/Desktop integration



Output workflow **with** DOPIX/Desktop integration

## AUTOMATICALLY ARCHIVED

The new document including the attachment can be sent by e-mail, E-Postbrief or De-Mail. Of course, it is still possible to produce a print-out on paper and post it as a letter, but it is no longer necessary. The text document and the attachment are automatically stored in the archive. Instead of the complete attachment, it is possible to generate only one information sheet with the meta data for documentation to avoid double archiving and save memory.

The integrated administration and versioning of documents during processing, workflow support and comprehensive evaluation options allow for the control and efficient creation of documents.

### Application scenario 1

#### The objective

You would like to output and archive individually created letters together with documents that have already been archived?

#### The solution

Using DOPIX/Desktop, all of the documents in a company are sent to a central document pool, irrespective of whether the document is currently being created or has already been archived.

The savings on postage can be improved by taking advantage of the usual postage discounts for bulk mailing, and resources can be used more efficiently.

### Application scenario 2

#### The objective

You want to process and archive documents without any media discontinuity?

#### The solution

DOPIX/Desktop connects the correspondence system and the archive.

Using DOPIX/Desktop, you can add archived documents to the current customer correspondence in electronic form, without them having to be printed and enclosed manually with the new document which has also been printed.

## LEADING ENTERPRISES TRUST ICON

- 70% of the 30 largest insurance companies in Germany
- Europe's largest direct bank
- Europe's largest automobile club

## WHY ICON?

Since 1995 icon Systemhaus GmbH has been offering comprehensive customer correspondence solutions to prestigious insurance companies, banks, energy companies and industries. The icon Suite covers the complete range of high volume, individually oriented, interactive and process-integrated functionalities and is also used for the most sophisticated business communication.

icon Suite is far more than just a solution for your correspondence. The icon community is a strong network of excellent experts. It consists of customers, partners and specialists who work closely together to continue to improve icon Suite. icon Systemhaus GmbH currently employs more than 100 highly qualified specialists at their headquarters in Stuttgart.



## YOU WANT TO KNOW MORE ABOUT DOPIX/DESKTOP?

Simply call us at +43 1-99 460 6607 or send us an Email at [info@iconinternational.eu](mailto:info@iconinternational.eu). We kindly inform you personally about all the possibilities and advantages of DOPIX/Desktop.

