



## DOPIX YOUR BUSINESS

Companies often generate their business correspondence using several different applications alongside each other to generate, format and process documents for their various output channels. While automated systems and processes generate large volume and process-integrated documents, interactive documents are created, formatted and administered using different applications in different company departments.

In an ideal case you would be able to do all that using one software package. **The ideal case is DOPIX.**

### FUNCTIONS

- Creates and formats documents
- Interactive, process-integrated or automated
- Supports all the usual output channels
- Easy integration into existing environments

### BENEFITS

- Consolidation - one system for all business correspondence
- Cost savings through postage optimisation and batch printing
- Increased productivity through flexible and sophisticated WYSIWYG editor

#### WHAT IS DOPIX?

DOPIX is a standard product used to create and format documents of all kinds, such as business letters, invoices, insurance policies, quotations, contracts etc. DOPIX is application independent and platform independent and can be called by any business application via defined interfaces and communication protocols.

#### THE CONCEPT OF DOPIX

In DOPIX, document creation and document output are separated from each other: documents can either be automated via standardized interfaces according to a defined process sequence or they can be created interactively using the integrated editor. Before the documents are formatted they are stored in a document pool and only formatted immediately before dispatch - optimized for their respective output channel.

#### THE DOPIX BASE SYSTEM

DOPIX/Dialog contains a flexible and highly efficient WYSIWYG editor that can be configured individually. Depending on the assigned role, the users can concentrate on producing their text without having to deal with formatting and output.

DOPIX/Admin is the central point of configuration to create and manage document templates, components, variables, graphics or fonts. Objects and documents can be provided in several versions and user rights and roles that defining who is authorized to view which objects can be administered.

DOPIX/Server contains the central repository to generate documents automatically and extremely efficiently - in accordance with the configured application logic and document creation logic.

// *In introducing the new correspondence system based on DOPIX we have been able to meet all our objectives. Today the degree of automation of separate documents depends on the particular business process and it can be configured individually depending on the type of document.*

*The central theme is: as much automation as possible, as much interactivity as necessary.*

*A modern editor that is optimised for processing tasks supports the users without overloading them with too much functionality.*

*Using the AFP compatible interface we have been able to adopt all our proven processing procedures including postage optimisation, pre-paid franking, enveloping and dispatching without having to change anything. At the same time the fact that the product is able to use multiple channels opens new perspectives for modern business communication via fax, e-mail and customer portals in the internet.*



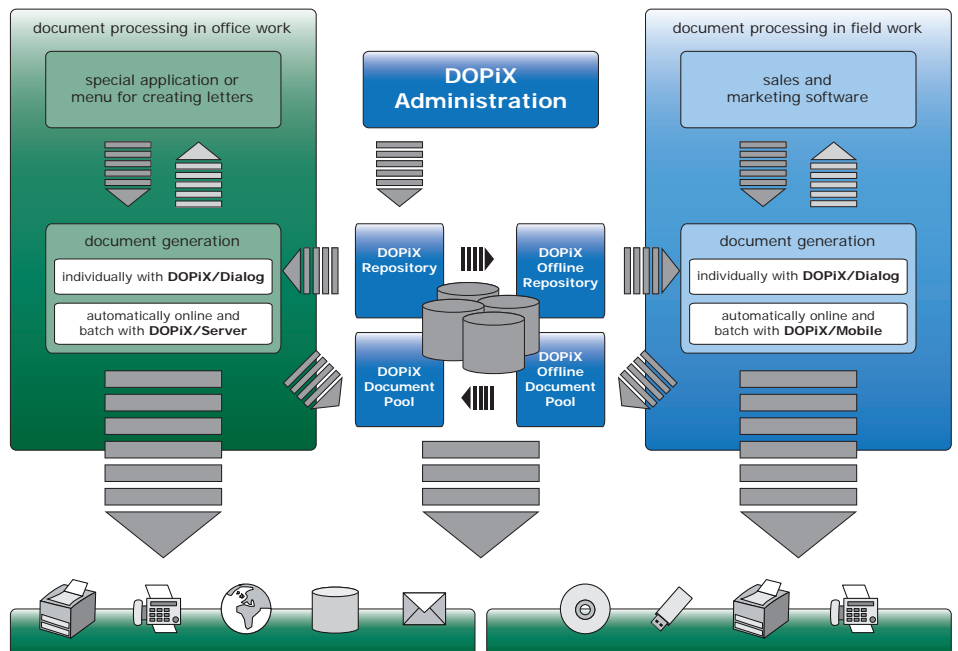
**Ute Reh, Head of Central Services at NÜRNBERGER Versicherungsgruppe**



## IMPLEMENTATION AREAS OF DOPIX

Complete correspondence for insurances, from allocation or amendments to termination of contracts

- Individual single document creation with individual business text in complaint management
- Correspondence applications for sales
- Personalized administration of sender's components and text components
- Total customer correspondence in connection with insurance claims
- Complete correspondence regarding investment-linked life insurance policies
- On-line portal to generate pre-personalized banking account application and loan application forms



### Application Scenario 1

#### The Objective

You would like to output and archive individually created letters together with centrally generated invoices or policies?

#### The Solution

Using DOPIX, all the documents generated within a company are sent to a central document pool, irrespective of whether the document was created by a user, by a central system or was process-integrated.

#### Your Benefits

All documents are centrally managed, filed and archived. The savings on postage can be improved by exhausting the usual postage discounts for bulk mailing and the resources can be used more efficiently. Cutting out manual printing, enveloping and franking as well as all the little extra tasks, such as inserting paper and replenishing toner, will reduce your employees' workload and increase their productivity.

### Application Scenario 2

#### The Objective

You would like to standardise the content of all your customer business correspondence using a uniform format that reflects your current corporate design?

#### The Solution

In DOPIX you can create and manage document templates centrally. The users can concentrate on producing their text without having to look after the formatting or dispatch.

#### Your Benefits

By separating document creation and the formatting – optimised for the desired output channel - your document processing costs can be reduced by up to 75%.

Your users can concentrate on their respective tasks which will improve the quality of the communication with your customers. Having standardised the content of your communication ensures that compliance regulations are adhered to.

## LEADING ENTERPRISES TRUST ICON

- 75% 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?

Simply call us at +43 1 537 37 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.

