

## NOVO CxP

## BEST PRACTICE – BKK Faber-Castell & Partner

### Digitised paper processes accelerate timely processing



**FAST HANDLING  
OF BUSINESS PROCESSES**



**52% DARK PROCESSING FOR  
FAMILY QUESTIONNAIRES**



**SIGNIFICANT INCREASE IN  
CUSTOMER SATISFACTION**

## ABOUT US

With our software solutions, we help companies optimize their data-, document- and object-driven processes and make **hyperautomation** and **intelligent document processing (IDP)** possible.

At its core is an easy-to-manage, **low-code platform** that delivers **intelligent process automation (IPA)** and efficient digitization. Business workflows are highly automated through **integrated AI** for content and capture services.



## At a glance



### THE INDUSTRY

BKK Faber-Castell & Partner is a public health insurance organisation. The number of clients has risen massively, especially in recent years. Currently, more than 76,000 people are insured with BKK Faber-Castell & Partner.

### THE STARTING POINT

BKK Faber-Castell & Partner would like to reduce manual effort in business processes, minimise throughput times and automatically analyse business process-relevant data. In addition, personnel and material costs are to be reduced. The health insurance organisation's specialist departments process various customer documents on a daily basis, around 200,000 pages in total each year. Faced with the challenge of struggling to find qualified staff, the growing internal demand for automation and rising customer expectations, BKK Faber-Castell & Partner has decided to increasingly focus on digitalisation.

### THE TASK

Internal processes must be adapted to an increasing mobility and pace of society. Communication with insurees should be made more efficient and effective. The input management for mass processes and the connection to the business transaction and archive systems are to be optimised and automated.

### THE SOLUTION

The **NOVO CxP** software solution by inovoo is able to form a central platform for all communication channels such as telephone, letter, fax, email and digital data streams. **NOVO CxP** analyses senders, recognises and extracts content, processes emails with the content data obtained according to specific rules and archives them in a legally compliant manner. The resilient solution is able to automate mass processes such as the processing and archiving of family questionnaires.

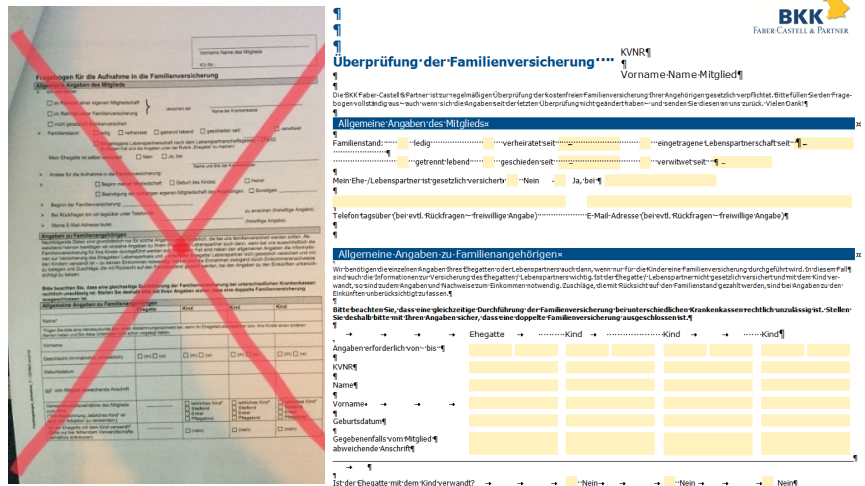
### THE RESULT

Around 200,000 pages per year are processed automatically by **NOVO CxP**. This has significantly reduced the manual workload. Employees are relieved, processing times are reduced and customer service has been significantly increased.

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## FROM MANUAL READING TO AUTOMATED CONTENT RECOGNITION

- At BKK Faber-Castell & Partner, **AI-supported classification technology** is used to automatically recognise document types such as incapacity certificates, family questionnaires, accident questionnaires and membership declarations, which are then checked or manually assigned by post-correction workstations.
- The documents are digitally archived and the extracted content is then **transferred to BITMARCK 21c|ng** via the relevant interfaces.
- The documents are **also compressed, converted into the long-term archive format PDF/A and archived automatically.** By directly addressing BITMARCK 21c|ng interfaces, corresponding tasks and contact history entries can be generated in a targeted manner. The underlying processes then distribute the tasks within the working groups.



## BENEFITS for BKK Faber-Castell & Partner through NOVO CxP:

- Fast handling of business processes
- Significant reduction of throughput times
- Reduction of time-consuming administrative work (52% dark processing)
- Digital processing from the moment mail is received
- Improved customer service quality
- Reduction in personnel costs
- Timely customer communication

## THE "FAMILY QUESTIONNAIRE" PROCESS

With thousands of documents every year, the "family questionnaire" process is recurring and predominantly static. *"We have now managed to achieve a 52% dark processing rate,"* explains Rudolf Mattausch, Head of IT at BKK Faber Castell & Partner, proudly. *"It was important for us to optimise our forms beforehand,"* reports Mattausch from the field.

The colour-coded redesign of the forms achieves a high recognition rate in document reading and encrypts all relevant data with metadata, which can then be easily processed. Possible obstacles in processing, e.g. loose notes from applicants or enquiries from former customers, were analysed in advance together with the client.

**The total processing time for all completed family questionnaires was reduced from eight to six months.**



**RUDOLF MATTAUSCH**  
Head of IT at BKK Faber-Castell & Partner

*"The expectations of our customers are high. The NOVO CxP software solution helps us to save time in processing thanks to a high dark processing rate, so that we can provide feedback to insurees much more quickly - even in cases of uncertainty."*

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**THE PLATFORM**  
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