

NOVO CxP

BEST PRACTICE – hkk Krankenkasse

Holistic digitisation of incoming messages - always the right data at the right time



AUTOMATED PROCESSING OF THE ENTIRE INCOMING MAIL



USE OF AI AND ROBOTICS



EXTENSIVE INTEGRATION WITH BITMARCK 21C|NG

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

Our client hkk is one of the most affordable public health insurers in Germany. Thanks to the continuous process optimisation, hkk's administrative costs are well below the industry average.

THE STARTING POINT

The administration of large quantities of paper combined with the decentralised nature of the branches made it necessary to digitise incoming correspondence, especially during the COVID-19 pandemic.

THE TASK

In order to drive forward the end-to-end digitalisation of the organisation, hkk wants to automate its business processes, reduce processing times and avoid media disruptions. This should not only apply to communication with customers, but also to correspondence with employers and healthcare service providers. This requires the development of a standardised input management platform for all input channels.

THE SOLUTION

The software solution **NOVO CxP** by inovoo is able to form a central platform for all communication channels such as telephone, letter, fax, email and digital data flows. **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. Incoming mail and information is thus processed automatically and on a same-day basis.

THE RESULT

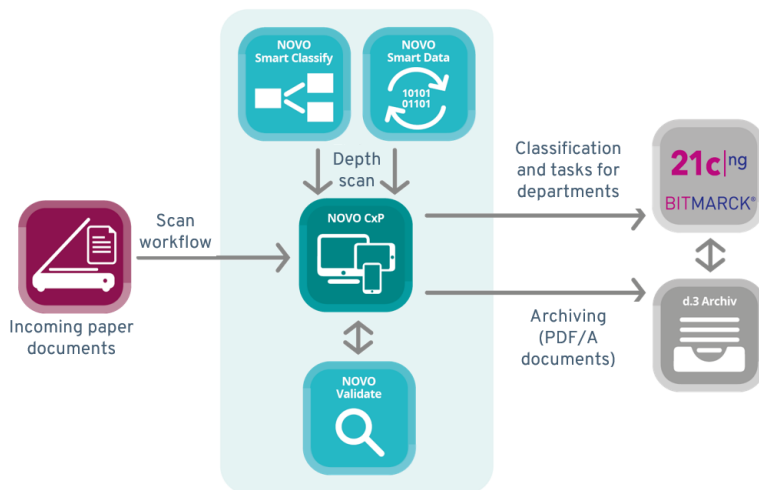
All incoming mail (faxes, emails, letters, etc.) is now processed by the **NOVO CxP** platform, across all departments and branches. Thousands of documents and hundreds of emails are **automatically processed** and distributed every day with the help of robotics and AI, which **significantly reduces processing times**.

The customer service of hkk also benefits from the solution and can now provide information about procedures much more quickly.

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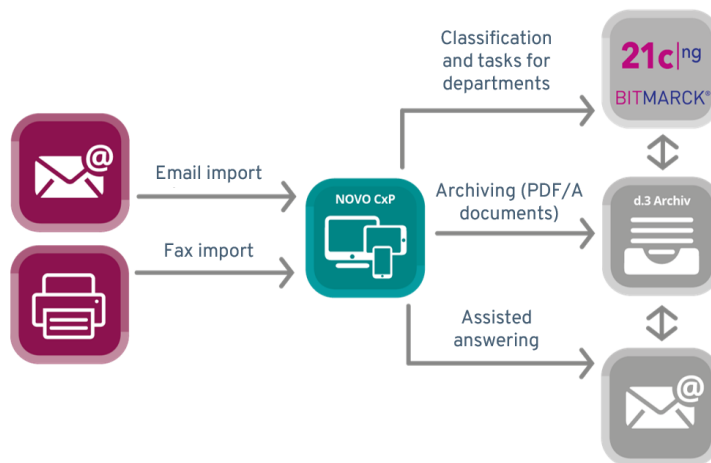
INPUT CHANNEL PAPER:

- Every day, several thousand paper documents are centrally scanned, distributed, signed and archived in a legally compliant manner using **customised NOVO CxP scan workflows**.
- Scanned documents reach the relevant department quickly and are handled within the **same day**.
- Extensive **integration with BITMARCK 21c|ng**: contact history and tasks are created seamlessly and content data is exchanged directly.
- Automatic extraction of content data through **in-depth scans** with the **NOVO Smart Classify** and **NOVO Smart Data** modules.
- Quick verification and editing of data with the validation client **NOVO Validate**.



INPUT CHANNEL EMAIL:

- Every day, several hundred emails from group mailboxes as well as numerous faxes are processed in an automated way. After classification, they are **transferred to 21c|ng** and a task is created for the relevant department.
- Conversion to a standardised PDF/A format with digital signature, identification and verification of the partner ID through **NOVO Smart Data**
- Halve the processing time per email for processes that cannot be automated: With the efficient MS Outlook plugin **NOVO Email Desk**, around 80 % of emails can be answered with assistance.



DR. ZOLTAN FIALA
CDO, Head of IT
& Infrastructure Management

BENEFITS for hkk through NOVO CxP:

- Creation of a central platform for traditional and digital input channels
- Location-independent working and enabling decentralised work
- Significant reduction of throughput times
- Reduction in personnel costs
- Faster handling of business processes
- Improved service quality and ability to provide information
- Fewer paper files, less administrative work

"We offer our customers above-average service with low contribution rates. This can only be achieved through highly efficient administration, to which inovoo's automation software makes an important contribution. The automated processing of our customer communication reduces time and costs. In addition, we increase our customer service and this also contributes to our growth."

Learn more:
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THE PLATFORM
Sign up for our [NEWSLETTER](#)