

## BEST PRACTICE – Hekatron Brandschutz

Automation rates of over 90% in just 2 months - how NOVO Mail has accelerated processes in customer management.



MAXIMUM  
AUTOMATION



OVER 90 %  
TIME SAVING



QUICK  
RETURN ON INVEST

## 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

**HEKATRON**  
Brandschutz

## THE INDUSTRY

Hekatron Brandschutz is a company of the Securitas Group Switzerland and expert for early and reliable fire detection and targeted alarming.

## THE STARTING POINT

Every year, Hekatron Brandschutz's customer service center receives around 200,000 unstructured e-mails with attachments in the collective mailboxes, which were previously sifted, assigned and forwarded manually. This very high volume of e-mails, combined with complex interrelationships, have drastically increased the processing time.

## THE TASK

In order to achieve visible successes quickly, the introduction of NOVO Mail should be divided into 2 phases. The requirement in phase 1 was to distribute incoming e-mails from various collective mailboxes to the appropriate target mailboxes with their manual follow-up workflows. In phase 2, content data was to be extracted from e-mails & file attachments and then prepared for further processing.

## THE SOLUTION

In **phase 1**, **NOVO Mail Professional** was used to make the **sorting, allocation and forwarding of e-mails and their attachments** to the target mailboxes more efficient. In **phase 2**, **NOVO Mail Premium** and the additional **DATA INTELLIGENCE** and **ENTERPRISE CONNECTS** packages were used for **data extraction and connection to the target systems**. This way, the automated creation of tickets in CRM & the automated creation of orders in SAP became possible in the service center.

## THE RESULT

All incoming e-mail from the collective mailboxes in the customer service department is now processed automatically. Within 2 months, a degree of **automation of over 90%** and a **ROI of less than half a year** was achieved. Employees were relieved of mindless and tedious processing tasks - **response times were drastically reduced and processing quality increased**.

Learn more:  
Request a **DEMO**  
**THE PLATFORM** behind  
**NOVO Mail**