

NOVO CxP @beBPo

BEST PRACTICE –
Psychiatric Center Emmendingen
 Intelligent & automated distribution of
 beBPo messages for reliable and timely
 processing



24/7
AUTOMATED PROCESSING



**DATA PROTECTION
 THROUGH SHADOW PROCESSING**



**EXPANSION OPTION FOR ADDITIONAL
 SPECIALIST PROCEDURES**

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, NOVO CxP 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

The **Psychiatric Center Emmendingen** is a healthcare facility with around 1,600 employees that covers the entire spectrum of adult psychiatric care.

THE STARTING POINT

Previously, all incoming messages were retrieved by employees via the special government inbox and manually compared with the core data of the internal database and the hospital information system HIS (Nexus) to ensure correct forwarding.

THE TASK

The goal was to eliminate all manual steps in order to achieve real-time processing and reduce the workload for employees. Additionally, data protection was to be ensured through shadow processing.

THE SOLUTION

By using the **intelligent communication platform NOVO CxP**, combined with the Governikus solution MultiMessenger, **all beBPo messages and attachments (.PDF and .XML)** are retrieved fully automatically via a central inbox and the xJustice information is extracted.

For **classification** purposes, the messages are analyzed by **unique keywords**. A set of rules **matches the extracted information with the core database** and then forwards it **to the HIS via an individually defined interface**.

THE RESULT

By using **NOVO CxP @beBPo**, all incoming beBPo messages are now **automatically processed 24/7** via a central inbox – reliably and in compliance with data protection regulations. The elimination of manual steps noticeably reduces the workload for employees. Additionally, the use of NOVO CxP offers **expansion options for the automation** of more specialist procedures.

Learn more:
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THE PLATFORM
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