TCG⏐⏐⏐
ENABLE THE DIGITAL ENTERPRISE

Robotic
DOCUMENT PROCESS AUTOMATION

DocPro✳®

DocProStar® is a Swiss-engineered, world-class Robotic Process Automation (RPA) software product to efficiently process high volumes of incoming documents of any format, from any channel. DocProStar® is the important building block for any digitalization strategy; it enables organizations to address a hybrid (traditional and digital) world with one single, expandable and scalable system.

DocProStar®'s power makes organizations more efficient and lowers their operational costs. Customers will experience better service thanks to faster turn-around times. Full control and compliance is assured down to each single document and each single processing step.

You simply design the process – DocProStar® will take care of the rest!

DocPro✳®

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VALUES

DocProStar® has been designed to provide a flexible, change-friendly, one-stop environment for all input document processing needs an organization might be required to address.

✳ Capture

DocProStar® accepts any incoming document, regardless of format (paper, fax, email + attachments, pdfs, e-streams etc.) and regardless of channel (email, scanner, fax, mfp, mobile, chat, etc). All input is normalized and processed using the same business logic.

✳ Understand

DocProStar® uses state-of-the-art technologies to obtain precise and actionable business information directly from the documents with a high level of automation and minimal human intervention.

✳ Act

DocProStar® dynamically manages entire document-centric business cases through all process steps, from entry up to final decision/transaction/printing.
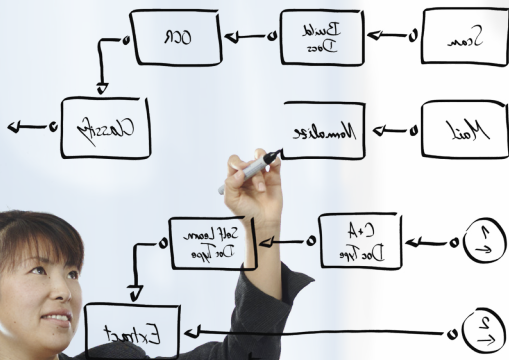
✳ Control

DocProStar® provides encompassing process control throughout and produces detailed processing and compliance data.

KEY BENEFITS

- Helps organizations to accelerate turn-around-times to increase customer satisfaction.
- Automates document processes (straight-through processing) and thus makes the organization more efficient.
- Increases amount of available information at no extra cost.
- Enables organizations to meet the challenges of an increasingly hybrid world (traditional/paper + digital).
- Automatically self-tunes and optimizes itself to changed conditions without the need for expensive personnel.
- Offers full process transparency and control at all times and keeps detailed records to address any potential compliance request.
- Consolidates all document processing infrastructures in one single system and therefore lowers total cost of ownership.
- Gives organizations flexibility in choosing preferred deployment (in-house, cloud, outsourcing).

DOCPROSTAR®

is based on a proven, modern software architecture and provides highly scalable performance on a platform that meets all document processing needs and requirements of the enterprise.

Its simple to understand graphical user interface allows for the implementation of process applications in the shortest possible time.

And DocProStar® is change-friendly. So your organization remains agile versus new regulations and flexible versus new market demands.
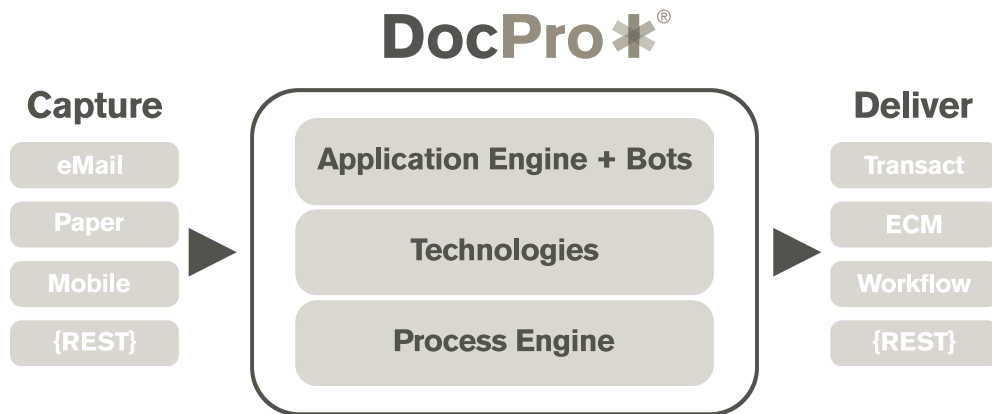
DocProStar® is built for today and the future. Security of investment is assured and peace of mind is included. Remember: Swiss Engineering.

WHY DOCPROSTAR®?

A Future-Proof Architecture for the Enterprise

DocProStar® is a cloud-ready, 4th generation document processing product with its own high-volume, high-performance, rule-based workflow (Primus). Its functionality provides for unprecedented flexibility in designing, running and monitoring document processes. Built to match the high integration standards of demanding IT departments, including automatic fail-over capabilities.

DocPro✳®

Capture	DocPro✳®	Deliver
eMail	Application Engine + Bots	Transact
Paper	Technologies	ECM
Mobile	Process Engine	Workflow
{REST}		{REST}

Rapidly Developed Process Applications

With DocProStar® entirely new process applications or process changes are quickly developed and brought to production in record times. Processes and process logic are created with simple drag&drop actions using a graphical user interface. The behavior of process components (Activities) is defined via point&click parametrization. And because of its «no scripting» approach the unimpeded upgradability of DocProStar® is available for its lifetime.

Powerful rule-based Workflow

DocProStar® supports different workflow «roles» per document type and therefore powerful workflows can be implemented. This creates enormous flexibility in creating company-specific validation, supervision and subject-specific action roles. DocProStar® allows workflows to run across company borders, e.g. including the services of an outsourcing company (BPO) within a single process.

Robots at Work

DocProStar® may – depending on requirements – deploy the services of various robots to achieve high automation and operational efficiency. Robots also ensure precise information extraction. With the help of robots DocProStar® continually optimizes automation rates without manual intervention.

- Classification Robots understand and classify document types
- Extraction Robots find and verify relevant business information
- Approval Robots enable straight-through processing
- Self-learn Robots continually fine tune DocProStar®

Service Oriented Architecture

The service oriented architecture (SOA) of DocProStar® is extremely scalable and allows for the application of unlimited processing power. Smart load balancing can be controlled via simple parameters. With DocProStar® the smart usage of server power makes processing bottlenecks a thing of the past. The architecture facilitates quick and powerful integration with 3rd party systems through the provision or consummation of micro services via RESTful APIs.

DOCPROSTAR® PROCESS APPLICATIONS (EXCERPT)

BANKING
- Account opening
- Credit/Loan applications
- Leasing applications
- Mortage applications
- Digital Mailroom
- Internal Mail auto-indexing

INSURANCE
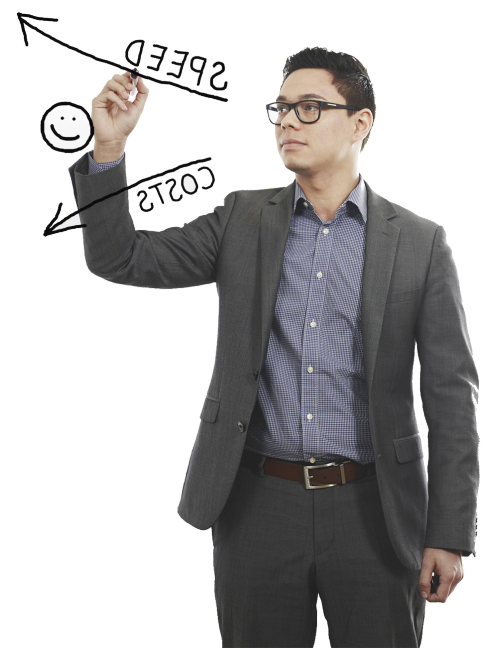- Digital Mailroom
- Invoices

HEALTH/HOSPITALS
- Medical Patient File Hospital
- Administrative Patient File Hospital
- Questionnaires/Forms
- Credit confirmations
- Creditor Invoices

GOVERNMENT
- Digital Mailroom
- Creditor Invoices
- Questionnaires/Forms
- Tax Returns
- Court documents

GENERIC/OTHERS
- eMail Auto-routing and -indexing
- eMail Attachment Normalization
- Telecom Account Opening
- Document Inspection
- Document Indexing
- Order Confirmations
- Creditor Invoices with Line Items
- Digital Mailroom Human Resources
- Job Applications
- Digital Mailroom Telecom
- Document Comparisons
- Purchase Orders
- and many more ...

CUSTOMERS

DocProStar® has a broad and satisfied customer base. Due to the versatility of DocProStar® its customers can be found in almost every industry. Organizations with intensive document handling requirements (e.g. Financial Services, Health Care, Government and their respective Outsourcers) are however the most frequent users of DocProStar®.

Productive installations of DocProStar® on four continents – deployed on client's premises, in the Cloud or at a contracted outsourcer (or combinations thereof).

DocProStar® Makes Service Providers Agile

Service providers (BPO) will find DocProStar® optimally suited to support their business model because of its

- Versatility (supporting the most diverse document processing solutions), scalability (performance) and flexibility (change-friendliness)
- Support for multiple clients (tenants) and multiple processes on the same platform
- Detailed billing and statistical information for each process
- Superb monitoring capabilities (via web). An optional service level agreement (SLA) package is available which enables service levels to be monitored and met.

SOLUTIONS

DocProStar® has already been the basis for hundreds of very varied, multifaceted process solutions. The same generic system environment – in centralized or distributed set-ups – is being used to address all challenges of document processing requirements, be it the extraction of information from forms, semi-structured (e.g. invoices) or completely unstructured documents (e.g. correspondence). Most process applications nowadays deal with more than one input format (e.g. paper, PDF, email, etc.).

The initial success of the first process put into production has led over 60% of DocProStar® customers to implement additional (up to 20+) automated processes on the same platform, thus taking advantage of scaling effects and overall reduced system maintenance costs.

Want to know more? - sign up for a free 20 minutes webinar to experience the power of DocProStar®. Contact details on the TCG website.

DocProStar® makes end-to-end Robotic Process Automation happen!

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WWW.TCGPROCESS.COM

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