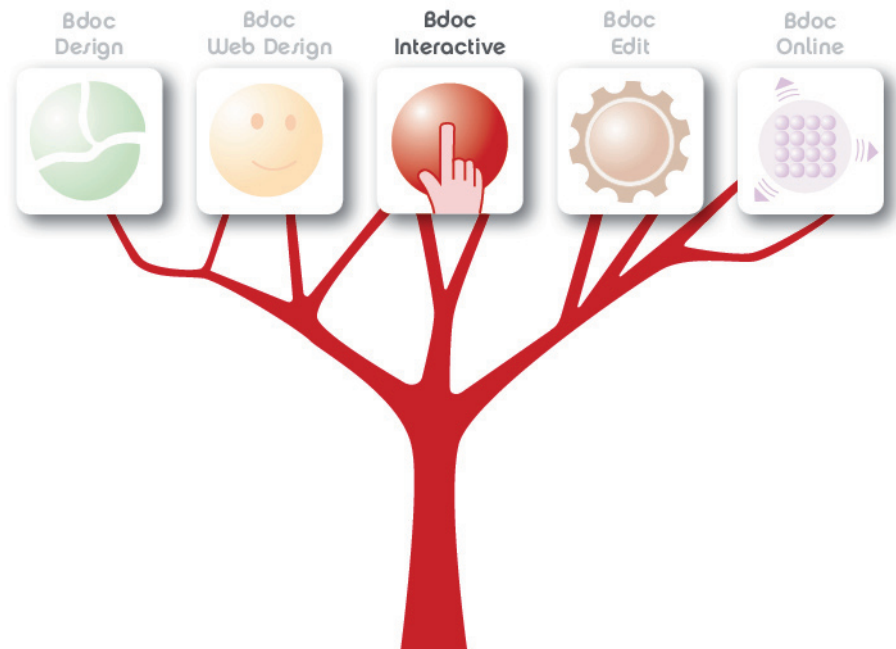


The Solution

Bdoc
Interactive



Interactive Production Workstation

Bdoc Interactive Functionality

It is natural behavior for users to organize their information into document folders. In fact, the efficiency of a user in a business process can often be measured by their ability to organize, manage and retrieve structured and unstructured information in documents and folders.

Bdoc Interactive is a production workstation designed to help users interactively create and manage their documents on-line. Bdoc Interactive provides business users an intuitive, web-based environment within which they can create, modify and validate documents, then distribute, archive and classify them in easy-to-manage document libraries.

Bdoc Interactive can be used to manage call center correspondence, claims adjudication documentation, underwriting correspondence and insurance policies – to mention just a handful of typical business implementations.

Interactivity at the Heart of the Business Process

Bdoc Interactive provides advanced interactive features, in a strictly managed and controlled environment:

- Additional data entry in personalized data fields with format and content control,
- Input or modification of free-form text content using an integrated text editor,
- Policy clause management and optional paragraphs with inclusion/exclusion rules,
- All user input can be automatically saved and retrieved,
- Post-composition editing of the final document, using integrated word processors (industry standard – MS-Word™ and OpenOffice)

Bdoc Interactive maximizes your CRM investment

Written documents are still a principal method of communication between the enterprise and its customers. Typically they contain personalized information from multiple business processes.

Despite the importance of this communication channel, most CRM products on the market do not provide features to manage document design, composition and output at an enterprise scale.

Bdoc Interactive can be integrated with any industry-standard CRM product, providing advanced document management capability and maximizing the value of CRM investments.

Managing Customer Communications

Bdoc Interactive enables business users to create, both automatically and interactively, the documents that constitute a body of communication with a customer. The following features are available:

- Configurable workflow for approval and follow-up of customer documents across an entire team of business users and managers,
- Local and central distribution of documents,
- Automated document archival, including legacy or third-party archival solutions,
- Enclosures and attachments (forms, scanned documents, archive images),
- Multi-criteria indexing and search capability,
- Production statistics and reporting, for example by customer, by document type or by business unit.



Functional Benefits

- Context-based data and text input, with a view of the overall document,
- Management of user roles and access privileges (integration with LDAP, databases, web services),
- Secure repository of documents and folders based on user profiles,
- Customer document and folder management,
- Team workflow with approval, follow-up and task management capability,
- Short term and long term archival, integrated with external solutions if necessary,
- Integration with external documents (including archival of external document with the customer folder)
- Local and central distribution (multi-channel and multi-target, including print, e-mail and fax),
- Statistics and reporting.

Technical Benefits

- N-tier architecture, full thin-client;
- Full integration with business applications and enterprise data sources;
- Reusable SOA components (web services, Taglibs, Java & .Net API);
- Optimal management of production throughput (load balancing, fail-over)
- Compatible with industry standard web application servers (Tomcat, Websphere, Weblogic, Apache...)
- Interactive forms generated automatically, based on document template characteristics – no programming required;

Why Choose Business Document?

- Our software products are feature-rich, and industry tried and tested;
- You have the ability to personalize your installation using IT integration;
- Your document world becomes independent from your IT environment;
- You benefit from the reactivity and expertise of our professional services team;
- You have access to our excellent customer support structures;
- Our reputation and significant customer base provide a guarantee that our solution will continue to evolve and lead the market for years to come.

Business Document's Methodology

Our strategic D2B (Document to Business) methodology provides successful and predictable results:

- Consulting, expertise and assistance throughout every phase of your project – including on-going maintenance and beyond,
- In-depth knowledge transfer, empowering your teams to support the implementation,
- On-going technical support and version releases, ensuring the continued smooth operation of your solution implementation, including compatibility with new features as they become available.

Benefits for the Enterprise

- Productivity, flexibility and trustworthiness in the document production process :
 - Complex document templates can be deployed much faster,
 - Business users have a much more efficient and productive environment in which to create and manage non-structured documents,
- Personalized communication with customers and suppliers, leading to:
 - Increased sales,
 - Improvement of the corporate image,
- Risk management:
 - Enhanced control of compliance-related content.

