INVARIS
LEADING DOCUMENT SOLUTIONS

Customer Communication Management with INVARIS

The more individualised and customisable company documents are, the more complex and time-consuming the document production becomes.

With a customer communication management systems such as the INVARIS goSmart® CCM Suite, companies retain reliable control over the document production and save costs through process optimisation and automation.

Using the goSmart® CCM Suite in companies
- Mass processing of documents from production-related specialist applications and ERP systems (e.g. production folders, labels, invoices, delivery notes, customer contracts)
- Individual letters and customer correspondence in compliance with CI
- Creation of marketing campaigns in all channels (e-mail, print, web, fax)
- Easy connection of print and dispatch service providers

Benefits of the goSmart® CCM Suite

Save time and costs
- Standardise templates and reuse text modules
- Central system for all documents, company units, language versions and channels
- Control any production and dispatch channels

Optimising customer communication
- Highly dynamic document structure enables personalised customer approach
- Implement self-service portals with interactive documents/forms
- Create multilingual customer documents at the touch of a button

Reduce complexity
- Connect specialised applications directly via interfaces (e.g. SAP, CRM systems,...)
- Integrate customers, subsidiaries, branches, etc. into a standardised document creation process (mulit-tenant capability)
- Web-based user interface without client installation

Optimise processes
- Customise document workflows to suit individual company processes
- Integration of mobile devices in workflows
- Automated test procedure for verifying the impact of updates and upgrades on templates, documents and resources
- Forwarding to print service providers as a print-ready data stream

Compliance with guidelines, guaranteeing safety
- Comply with guidelines, guarantee safety
- Revision-safe documents thanks to role management and seamless traceability
- Legally compliant documents thanks to digital signatures

DESIGNER
Professional template design

RESOURCEMANAGER
Version management and staging

TEXTREPOSITORY
Multilingual document creation

FORMSTATION
Interactive document editing

TESTCENTER
Automated document testing

DCS
Efficent document preparation

PROCESSMANAGER
Automated document processes

JOBMANAGER
Multichannel document processing

STAATLICHE AUSZEICHNUNG

ECM AWARD 2013

Contact us:

INVARIS Informationssysteme GmbH
INVARIS Center
7000 Eisenstadt

Tel: +43 (0) 2682/ 64 000
info@invaris.com
www.invaris.com