



Fabasoft platform saves 70 percent in development time for Cloud solutions & apps

Case study: Österreichische Post AG

Industry insights

The flood of data that businesses need to process is steadily growing. While some types of incoming data can easily be integrated into existing IT systems, it is more difficult, time-consuming and error-prone to implement physical mail. In addition, implementing digitisation services usually takes up a lot of time. In this environment, new and intelligent digital services can be achieved by using Business Cloud services to manage business processes as well as software tools to extract metadata and automatically classify documents. New and innovative technologies make it possible to go beyond existing boundaries. Nevertheless, important issues such as data security, data protection, transparency, compliance and traceability also need to be considered – particularly in the case of sensitive information such as physical mail which is digitised, categorised and processed by external suppliers.



“The Fabasoft Cloud achieves savings of 70 percent in the time it takes to develop a solution or an app for digital document management as compared to other tools.”

Helmut Dobrovits
Consultant, Mail Solutions,
Österreichische Post AG

Fabasoft[®]

Use case

As an IT service provider in the area of Mail Solutions, Österreichische Post AG is providing businesses with solutions for digital invoice delivery, supplier file management as well as digital document management. The Austrian logistics and postal services provider was looking for an agile development environment based on which its team could implement these solutions quickly and efficiently. The key decision criteria were a high level of quality in data security and data protection, a software provider located in Austria as well as the possibility to develop applications with low effort. The Fabasoft Cloud was the clear winner of the assessment centre that decided on which solution was best suited.

Short development times for digital document management with scanning service

The Fabasoft Cloud carries almost 30 years of experience in the digitisation of business processes and boundless digital records management, based on which the European Business Cloud is offering many functions and interfaces in its standard version. The approximately 400 employees of Österreichische Post AG's business unit "Mail Solutions" can now develop customer solutions and apps for digital document management with an integrated scanning service quickly and with little effort. "The Fabasoft Cloud achieves savings of 70 percent in the time it takes to develop a solution for digital document management as compared to other tools", Helmut Dobrovits says enthusiastically.

Highest level of certified quality in security and compliance

Physical mail that is processed by external service providers often contains highly sensitive data. Data security and data protection therefore played a vital role when Österreichische Post AG was looking for the right solution. The Fabasoft Cloud is the only Cloud solution worldwide to be awarded with five out of five stars in the EuroCloud Star Audit. Fabasoft is also the first European Cloud provider to be awarded the attestation C5 by the German Federal Office for Information Security (Bundesministerium für Sicherheit in der Informationstechnik, BSI). These are only two of many certificates of the Fabasoft Cloud which guarantee the highest level of quality in security and data protection to the customers of "Post Cloud Enterprise".

A perfect combination of automation and manual control

All documents that are to be processed with the Post Cloud Enterprise are presorted, scanned fully automatically, classified with OCR metadata extraction and tagged for further processing. "Our team no longer needs to enter the data manually, we can instead concentrate on checking the data that has been entered", explains Dobrovits. These quality checks offer real added value as compared to fully automated systems. Once the checks have been finished, the digitised mail is sent to the customers' digital mailboxes via interfaces of the Post Cloud Enterprise.

In the Fabasoft Cloud, the required approval process can easily be configured with a graphical process editor (BPMN 2.0 standard). All activities are automatically versioned and continuously archived to achieve boundless traceability.

About the company

Österreichische Post AG is the leading logistics and postal services provider in Austria. Its main business activities include the transport and delivery of letters, direct mail items, print media and parcels. Its branch network ranks among the largest private customer networks in the country, offering high-quality postal, banking, telecommunications and energy products and services to its customers throughout Austria. The business unit Mail Solutions is Austria's largest provider of innovative physical mail delivery and digital solutions in B2B. In the area of business processes, Mail Solutions is offering intelligent information management by linking physical and digital documents to ensure quick, easy and continuous processing as well as an optimal use of customer resources.

For more information see www.post.at