



Mindbreeze InSpire

Automated Incoming Mail Classification

Illuminating Information

www.mindbreeze.com



Mindbreeze InSpire

Does this sound familiar: A big order or an important letter that you've been urgently awaiting ends up wandering for several days from one department to the next before it ever reaches you? Do you realize how much money your company loses on its way from your mailroom?

Can the solution really be the centralization of incoming mail with manual classification and manual data entry either domestically or abroad? You'll still have to deal with a high rate of error susceptibility and the problem of peak mail processing times, two major causes of crucial delays in mail distribution.

Mindbreeze in Your Mailbox

Your normal procedures can remain in place, but with Mindbreeze InSpire, it's no longer necessary to manually enter data such as the relevant customer number, addressee, invoice number, etc.

- Automatic classification and metadata extraction of incoming documents
- Matching of the extracted data with the addressee directory, register...
- Automatic allocation to a project, customer, supplier, order...

That means more incoming mail or invoices can be processed in less time, errors are reduced and in the process, penalty payments for delayed invoices, incorrect deliveries or late order deliveries can be reduced or avoided.



"Already in the PoC it was apparent that the success rate of Mindbreeze in the area of classification clearly eclipsed anything the competition had to offer, and because it is a self-learning system, there was less implementation effort to boot, which is why we chose Mindbreeze. The success rate in our production operation is currently between 85% and 95%", says Dipl.-Ing. (FH) Siegbert Schwaighofer of Wüstenrot's IT core systems.

Mindbreeze InSpire's intelligent incoming mail classification system puts this into proven practice every day at large insurance companies. Documents are semantically analyzed, which means that the content is understood and automatically defined using several thousand characteristics to determine how each document will be categorized. The training mode learns from the past for the future, using documents which have already been classified to define the determining characteristics. This process can be compared to the human ability of acquiring personal experience. The solution utilizes precisely this experience, recognizes patterns and future developments. With this automatic classification, each piece of incoming mail is directly passed on to the relevant department. The departments can then process the documents immediately. This optimizes the entire processing procedure.

... And by the way, you save money

- Rapid operational rollout through the use of an appliance
- Small mail room with high throughput
- Incoming mail is completely liberated from cumbersome forms
- No manual data entry - highest data quality
- Classification appliance supplements your existing systems

Lean Mailroom

How does automatic classification work?

Conventional software solutions, which are based on inflexible templates and keyword lists, come with the disadvantage that every time the forms are changed, an enormous adjustment effort is required.

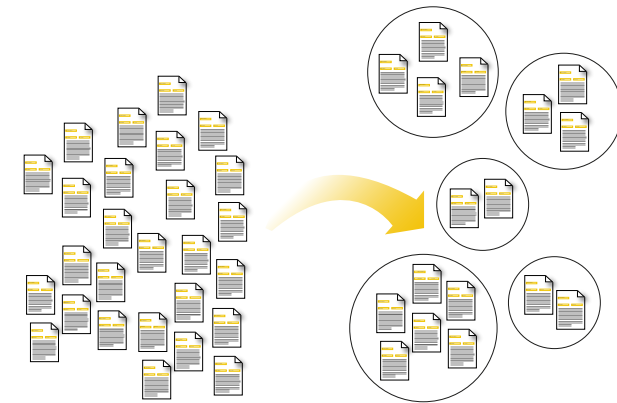
Mindbreeze InSpire performs a content (semantic) indexation of the individual documents. Regardless of the document's form (layout, logo, etc.) or format (e.g. PDF, Office documents, e-mail) Mindbreeze InSpire understands and analyzes the content. Using thousands of different characteristics, such as word combinations and text fragments, Mindbreeze InSpire recognizes a pattern and classifies the document within milliseconds.

This technology works for both structured documents (online forms) and unstructured documents (e-mails).

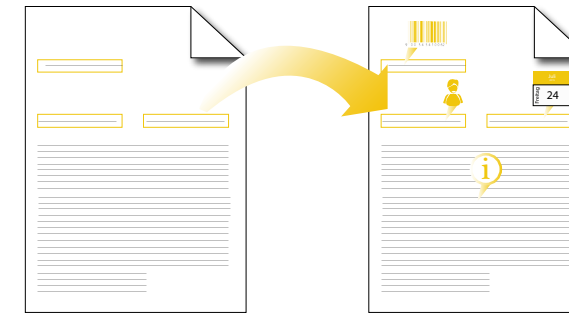
Self-learning System

The configuration of Mindbreeze InSpire is very simple and can be implemented with minimum time and effort. In the training mode, Mindbreeze InSpire learns based on previously classified incoming mail from the past few days, weeks or months - no need to create your own training documents. Mindbreeze InSpire "trains its brain" on a running basis with every document, and remembers things like word combinations and text fragments for each category of documents. This self-taught knowledge is used to classify all future incoming mail. Mindbreeze InSpire is a self-learning system.

In addition, the extra work needed for handling exceptions is greatly reduced. Manually corrected documents are re-submitted to Mindbreeze InSpire and serve as a new template for learning, so that the system remembers the patterns and delivers better and better results the longer it's in place.



More time to focus on your core business instead of "busy work"



Nowadays it's not uncommon that data from a form has to be manually transferred – a process that devours time and is prone to errors. Mindbreeze InSpire recognizes and extracts all relevant information from documents, such as customer numbers, contract numbers, and personal and place names. In this way, a jumbled mess of data is transformed into structured information that can be saved and reused in the processing chain. This is exactly where Mindbreeze

InSpire excels, not only by simplifying the work but by simultaneously increasing the throughput and quality many times over.

Higher Quality through Digitization

Mindbreeze InSpire is qualitatively far superior to manual mail distribution. In addition to the allocation based on facts and characteristics in the document's content (classification), links to other systems can be used, such as to a customer system for the recognition of customers, suppliers, and the like. Even in the value check or value supplementation, Mindbreeze InSpire can substantially improve the quality. After all, only if documents are contextually accurately classified can they be quickly forwarded via the appropriate special application to the correct department.

Real-Life Example:

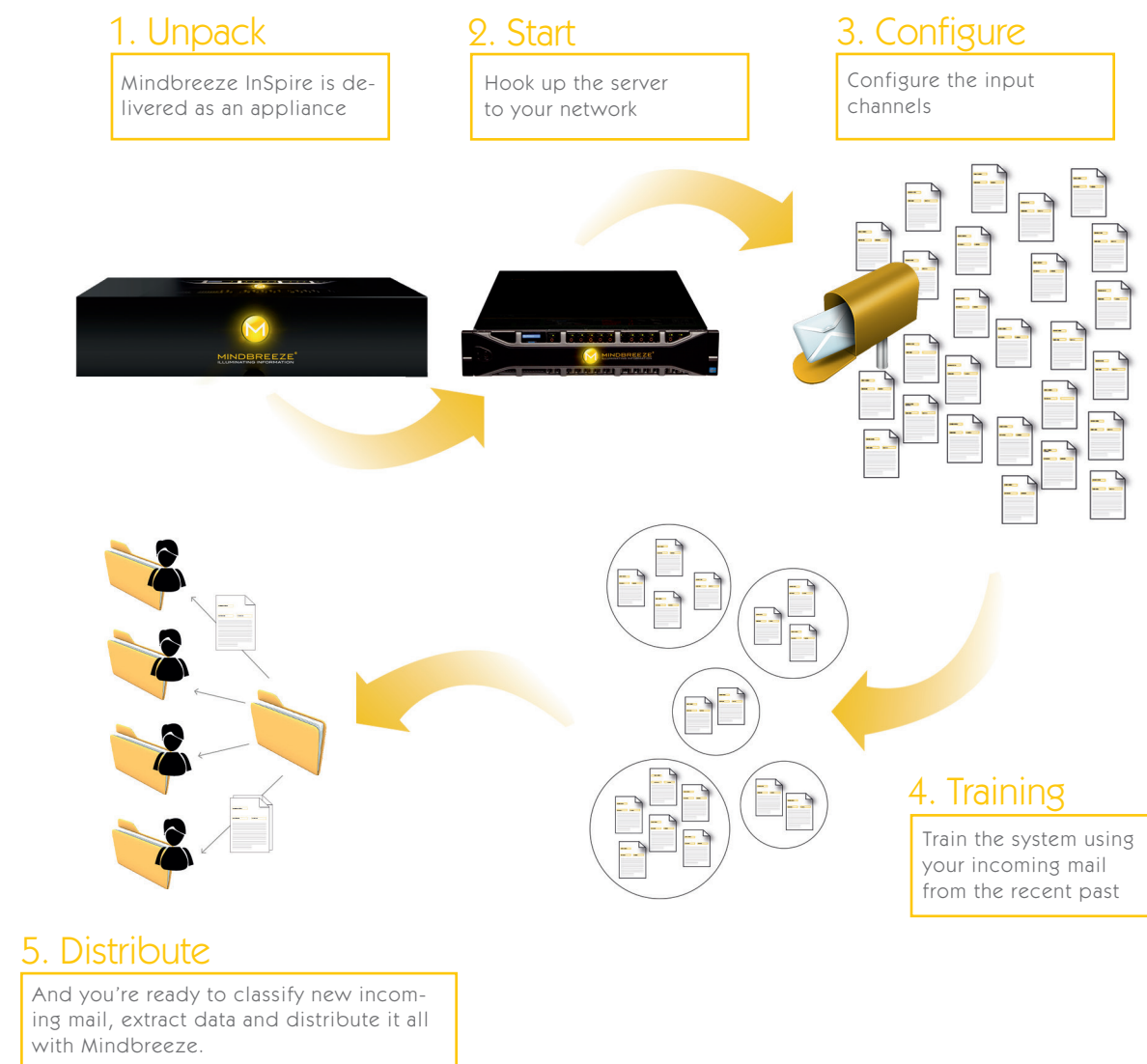
A damage claim to an insurance company with the line "... Mr. Smith, insurance number E578...95 has ..." is validated in the contract data bank by Mindbreeze InSpire using "Smith" and "E578...95", automatically updated, and can be contextually categorized as a query regarding car insurance and immediately processed. Mindbreeze InSpire automatically takes over the search for the relevant contract.

In addition, terminologies (thesauri) can be used to help to organize subjects and systems linguistically and formally. Likewise, submitted information within a claim or request can be automatically validated, and automated feedback can be given within seconds. This increases the quality of service and is therefore an essential competitive advantage.

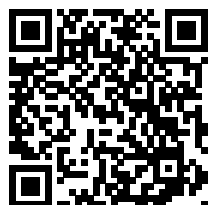
Minimal Effort

Mindbreeze InSpire is delivered as an appliance.

You simply integrate the box into your network, configure the appropriate input channels, train using the classified incoming mail from the last few days, weeks or months and start the classification and data extraction.



Try it and See



Test Mindbreeze InSpire with my incoming mail for 28-days!

www.mindbreeze.com/classification

Mindbreeze in practice


"Mindbreeze Inspire is very technologically advanced, the project team is highly competent and genuinely committed, and the appliance delivers exactly what is necessary for data classification and extraction. It's not necessary to buy an entire software package and workflow system", says Dipl.-Ing. (FH) Siegbert Schwaighofer of Wüstenrot's IT core systems.

Facts and functionalities

- 25,000 entries per day
- Multiple input channels
- Accuracy rate of over 85%
- Self-learning system with about 60,000 training documents
- Data extraction of more than 20 metadata in 138 categories of documents
- Validation of data with existing Wüstenrot services (policy numbers)

The Customer

In 1925 Wüstenrot brought building and home loan savings to Austria. Since that time, 440,000 homes were purchased in Austria with the help of Wüstenrot financing. Today the Wüstenrot Group is a Central European financial group. Around 2,700 employees successfully serve and support more than 2.2 million customers in Austria, Croatia and Slovakia, providing total solutions from a single source in the areas of savings plans, financing, pension provision and insurance. Wüstenrot has been honored with awards in these areas and occupies first place in the OMG bank comparison 2013 confidence ranking. Through a targeted customer and service orientation and the ongoing development of innovative products, Wüstenrot proudly holds the continuously growing trust and loyalty of its customers.



Mindbreeze

Mindbreeze GmbH. Honauerstraße 2, 4020 Linz, Austria
t: +43 732 606162 620, f: +43 732 606162-609, e: info@mindbreeze.com
www.mindbreeze.com

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