.msg

msg.Office
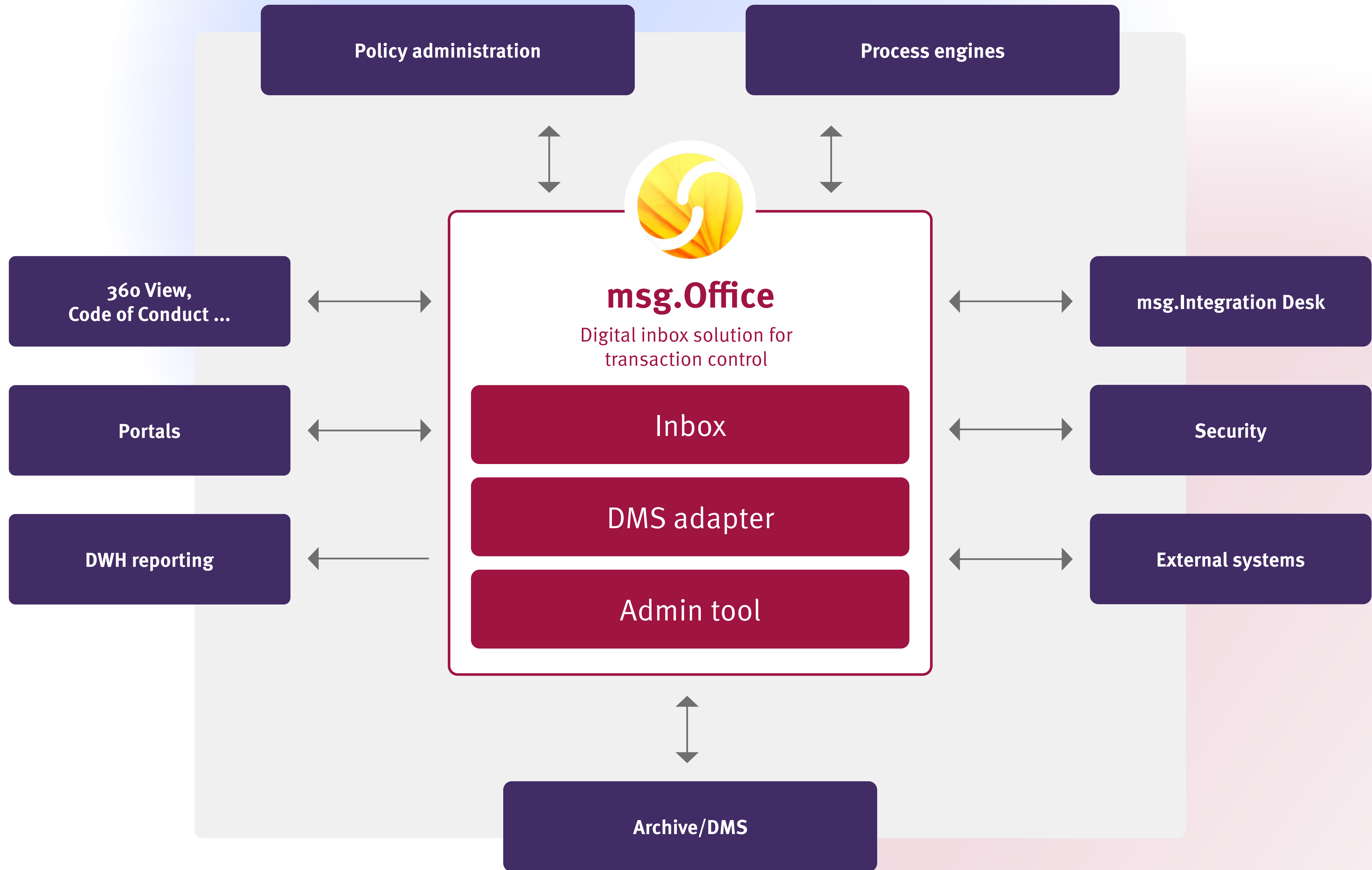
Digital inbox solution for
transaction control

Digital inbox solution for transaction control

Imagine receiving an important document from your customer by surface mail. The letter reaches the mailroom and is then forwarded – but to the wrong customer representative, who sends it back to the mailroom. As a result, it takes several days for the letter to reach the desk of the correct customer representative. However, the late delivery means that an important deadline might have been missed, causing additional expenses. Such costly and time-consuming incidents can be avoided with msg.Office.

Policy administration

Process engines

360 View,
Code of Conduct ...

msg.Office

Digital inbox solution for
transaction control

msg.Integration Desk

Inbox

Security

Portals

DMS adapter

DWH reporting

Admin tool

External systems

Archive/DMS

Minimising manual effort

Digital transaction processing

msg.Office is a standard software tool that can be used to control, edit and manage transactions and documents – from input management to archiving. The workflows and user interfaces of msg.Office are designed to suit the specific requirements of the financial services and insurance industries. This means you have everything you need for efficient digital transaction processing. Piles of files and a chaotic mess of paper documents are a thing of the past. Instead, you will have a digital inbox system that structures all your incoming mail and creates transparency.

All incoming documents are indexed with customised metadata, such as a contract, customer or claim number, so that they can be clearly assigned and sent electronically to the relevant recipient or customer representative. The targeted distribution is based on custom-defined rules.

Automated transaction control

msg.Office enables users to directly process digitised documents in electronic folders, such as customer, contract and agency records. As a result, customer representatives can access the relevant details quickly and obtain a complete overview of all the documents. Special customised search parameters are available, enabling the fast and simple retrieval of processes and documents. Which customer representative can or must work on which document and when is regulated by an integrated transaction control. This program asks the relevant customer representative to deal with specific tasks, provides the required information and monitors specified deadlines.

Process automation

msg.Office can be used in combination with a range of document management systems (DMS). The application also offers numerous REST web services for the connection or integration of other IT systems. The quality of msg.Office is based on our many years of experience in automating workflows and in setting up document management systems. The solution minimises manual effort and creates substantial capacity for focusing on gaining a competitive edge.

Essential features:

Inbox

- Customised assignment of field attributes and parameters
- Automatic assignment of keywords (index values)
- Rule-based distribution to the relevant individual or group recipients
- Digitised documents shown in the recipient's inbox or in group inbox
- Structuring, priority setting and management of documents

Transaction control

- Control and monitoring of transactions
- Management and monitoring of schedules
- Control over authorisations and access
- Information on current, concluded and new transactions
- Manual distribution options for transactions

File views

- Fully definable electronic files with structures tailored to requirements

Access to archives

- Fast and direct access to documents and files
- Targeted search, based on fully customisable criteria
- Assignment of user rights to protect against unauthorised data access

Your benefits
at a glance

- Fast implementation thanks to a standardised, tried-and-tested procedure

- Workflows and user interfaces designed specifically for financial service and insurance companies

- Business transactions are managed on the basis of incoming events and individual user rights

- Simple and intuitive to operate due to custom configuration

- The open, modular architecture of the existing REST web services enables a wide range of IT systems to be integrated into transaction processing

- The optional integration of a document management system provides ad hoc access to all documents and files via configurable filing criteria

- Optional integration of standard business process engines for support in case handler processing

- An innovative data model guarantees the efficient execution of all functions, even at high transaction volumes

- Timelines for the consistent documentation of business transactions

Reference customers (selection)

.msg

**The future
of insurance**

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