



Benefits:

- Cost savings
- Increased efficiency
- Reduce manual processes
- Enhanced security
- Paper and electronic capability
- Paper applications converted to useable digital content
- Ability to transition to a 100% paperless solution
- State-of-the art software and hardware
- Disaster recovery capability
- Improved Customer Relationship Management

Paperless Application Processing - save time and money

Many organisations still process their applications manually which can result in customer dissatisfaction, high production costs, time-consuming processes and administration errors.

Converga can digitise many common form submissions in the financial industry such as mortgage documents, bank account and credit card applications. The Converga solution has also been successfully implemented in other industries that rely on application processing such as insurance and superannuation; as well as various government departments.

Converga's Paperless Application Processing Solution offers reliable, comprehensive, automated application management. It includes, form receipt, document categorisation, imaging, data capture, workflow management and live file management.

Applications are received either online or if paper through our Converga Technology Centres (CTC) where they are then scanned and digitally enhanced. Images are then processed via Intelligent Document Recognition (IDR) software. The extracted data is checked for accuracy and cross-checked against your reference data and according to your business rules.

The entire application process is managed online including a help desk, application management and customer notifications.

The solution available from Converga speeds up the processing and turnaround time of applications. Documents associated with an application are able to be quickly scanned, key indexing information is added and electronic files such as identification documents are attached and submitted for processing – immediately reducing or eliminating the need for transactional shipping and associated costs. Files in electronic format can be immediately accessed by back office staff, which allows applications to be fulfilled more rapidly. Finally, paper-based content is merged with electronically-based content, allowing for a single cohesive content management policy and procedure.