



Document Services

Converga's Document Services solutions are a streamlined process using state-of-the-art technology to digitise your paper-based documents and store them securely online. Documents can be sent via multiple channels including physical collection from your PO Box, received through a dedicated email address or scanned directly from your mailroom to our Technology Centre.

Converga's Intelligent Document Recognition (IDR) software and high-speed scanning infrastructure process thousands of paper-based documents such as forms and applications for our clients every day. Using your business rules and information from your back-end systems, we can provide an automated document approval service for virtually any kind of business document.

The rewards can be significant. For most organisations the solution significantly reduces the cost of handling the high volume of paper they receive every day. Scanned documents can be entered into a workflow system for organisations to easily re-route mail to another recipient or recipients, plus the process provides an instant document archive for online access at a later date.

All of Converga's solutions are optimised through the combination of best in class;

- People
- Processes
- Technology

Our focus on innovation, sustainability and lean-business practices means our clients enjoy greater efficiency and improved financial outcomes. Our solutions are proven and documented, delivering on-going cost savings, increased service levels and productivity, reduced carbon emissions and an on-going strategic advantage for our clients.

DOCUMENT SERVICES

Our Solutions

Digital Mailroom

Document Processing

Information Management

Exception Management

Converga's Document Services solutions include:

- Digital Mailroom
- Document Processing
- Information Management
- Exception Management

Our Solutions

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Digital Mailroom

Converga's Digital Mailroom solution is an innovative yet simple way to digitise your paper-based documents and store them securely online. Mail sent to your assigned PO Box address is collected, scanned and converted into a digital image. Unscannable items such as magazines and parcels are re-routed and delivered to your desired physical address. The digital version of your mail is accessible online via any web browser anywhere in the world.

Converga's Digital Mail solution enables faster access to information, improved business processes and enhanced customer service and can be customised to automate common documents such as forms and applications. The solution reduces the cost of handling the high volume of paper-based mail that organisations handle every day and provides immediate archiving of documents for online access.

Document Processing

Converga's Document Processing solutions are adaptable for many business processes:

- **Form Automation**
Converga's IDR software and high-speed scanning infrastructure processes thousands of paper-based documents such as forms for our clients every day.
- **Application Processing**
Converga has created solutions for application processing for many industries from simple scanning and extraction of key data through to fully integrated portals.
- **Claims Processing**
Our claims processing solution offers reliable and comprehensive automated claim management.
- **High Volume Scanning**
Converga also offers high volume scanning for clients with a large number of paper documents that they



simply want digitised. Converga has the ability to tackle any high volume scanning job.

- **Print Management**
Converga provides print management services to complete the whole outsourced document management service.

Information Management

Converga's Information Management solution delivers a completely secure scanning, indexing, archival and retrieval system for a wide range of digital documents. Customers can locate and view their archived information quickly and easily via the web.

Our solution stores and retrieves any type of digital information and allows you to keep all your customer communications on hand, regardless of the format. It can be customised for multiple applications including: accounts payable (invoices), accounts receivable (statements), human resources, financial reporting, bill printing, mailing and call centre support.

Exception Management

In every business process, exceptions will need to be managed. To enable you to classify these exceptions and handle them quickly and easily Converga will provide a web portal, workflow management and/or process management.

From a simple portal through to correcting errors and export to your document repository to more detailed workflow tools enabling first and subsequent level routing for resolution, Converga will provide the solution to suit your requirements.

Converga can also provide the labour to handle your first level exceptions, leaving you to deal with only business critical exceptions and concentrate on your core business activities.



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