

**DOCUMENT  
PROCESS  
AUTOMATION  
DELIVERED.**

**DocPro\***®

Image: Swisscom AG

**CASE STUDY FOR DIGITAL MAILROOM**

**SWISSCOM CUTS EXPENSES  
AND REALIZES MORE  
EFFICIENT DOCUMENT  
PROCESSING WITH  
TCG DOCPROSTAR®**



# Swisscom gained efficiency thanks to digital mailroom process automation by DocProStar for 5,000,000 incoming mail documents

By implementing document process automation for incoming mail, Swisscom was able to increase the efficiency of internal processes while also reducing process costs. Staying close to its tight scope and well-defined project, the deployment was realized within given time and budget restraints. Following a successful rollout of the DocProStar Digital Mailroom solution, Swisscom identified additional opportunities to leverage the platform. Expanded use includes offering a digital mailroom service to the company's external customers.

## ABOUT SWISSCOM

Swisscom, Switzerland's leading telecom company and one of its leading IT companies, is headquartered in Ittigen, near the capital city Berne. Outside Switzerland, Swisscom has a presence in the Italian market under the name Fastweb. In 2019, Swisscom generated CHF 11.453 billion in sales with 19,300 employees. It is 51% Confederation-owned and is one of Switzerland's most sustainable and innovative companies.

[www.swisscom.com](http://www.swisscom.com)



Image: Swisscom AG



## THE INITIAL CHALLENGE

Due to an ever-increasing amount of incoming documents, Swisscom launched an initiative to improve the process automation for documents arriving for its fixed and cellular network organizations. In addition to the document volume growth, Swisscom was supporting two disparate legacy systems which was costing the company both IT resources and a loss of operating margin. Also, the first-generation capture solutions Swisscom had in place couldn't keep up with its growing complex data capture requirements.

The decision was made to consolidate the two systems and replace them with a new, modern solution.

Marketing campaign responses, contracts, sales orders, invoices, and a large range of document types were identified to be included in the project scope.

## THE CRITERIA

The Swisscom project team outlined four key requirements for their specific environment, to ensure the selected software would meet all needs for digitizing incoming documents:

- Auditing capacity
- Ease of integration with relevant existing line of business systems
- Flexible system configurability to accommodate quick and agile responses to Swisscom's ever-changing daily business
- Platform scalability and dynamic load response capabilities to accommodate both new clients and expected incoming document volume increases

## THE IMPLEMENTATION: ON TIME, ON SCOPE, ON BUDGET

"You have to be careful, when replacing systems that are stable and have been operated for many years. It was a tough challenge to guarantee not only a comparable solution but a better quality solution. Thanks to the new system, this could be realized in the blink of an eye," sums up Frank Barth, TCG project manager.

After a short three month implementation from project kickoff to go-live, the TCG digital mailroom solution enjoyed a successful rollout. Keys to success were great cooperation between the Swisscom and TCG teams, as well as strong project management skills. Armin Steiner, senior project manager at Swisscom, concluded the project was "an extremely positive experience: This project was realized within its tight time frame and on budget according to the Scope Definition."

## SWISSCOM DIGITIZES OVER 5 MILLION DOCUMENTS ANNUALLY

More than five million incoming documents are now digitized annually with the DocProStar solution at Swisscom. In addition to the documents originally defined for inclusion in the process, Swisscom has added a number of documents types and capture requirements from its external customers.

## A MORE EFFICIENT PROCESS FOR MARKETING CAMPAIGNS

Because of Swisscom's frequent and varied marketing campaigns, new documents and document types are constantly generated by the organization. In order to be able to react to the volume of data created by these campaigns, all incoming marketing documents are now processed instantly and automatically. DocProStar's platform works well in this environment, with graphical tools and a unified user interface that make it easy to modify the solution to accept new document types and/or capture new data fields.

Marketing campaign follow up is important, too. Various channels deliver large amounts of client forms and other client response documents to Swisscom, and it is vital for their customer experience that these incoming documents are processed as quickly as possible. Automation becomes vitally important in this step. Customer communication reaches Swisscom's processing center and is scanned, creating a digital image. DocProStar automatically captures relevant business information automatically and routes immediately to the customer service organization and line of business systems for further processing.

In addition to marketing documents, the initial deployment included automated processing of cellular and fixed network contracts as well as incoming invoices.

## BENEFITS ACROSS THE ORGANIZATION

Departments such as IT, marketing and finance, immediately experienced a positive impact on their daily tasks. Swisscom did not expect the additional benefits in related departments like contract management and customer service. These teams saw huge benefits in process and document transparency, and the solution offered improved access to information for their constituents.

Efficiency gains following deployment include reduced complexity in IT infrastructure, which also results in a reduction of costs in that organization. "The consolidation onto one platform leads to a simplification of IT infrastructure, and licences fees were visibly reduced as well," explains Bruno Gäumann, Swisscom's ICT Application Operation Manager and Division Manager for Capture Service.

Because all documents are processed on a single platform, mailroom documents at Swisscom are processed faster than ever before. Easy configuration tools in the DocProStar platform, including its self-learning capability, supports quick implementation of new forms while still providing high quality results.

## "CAPTURE SERVICE" AS A NEW REVENUE STREAM

Just a few months after the internal rollout it became clear that this document digitization, data extraction and processing solution could make a great expanded service offering for Swisscom's external customers. For new digital mailroom services sales, Swisscom receives and processes all incoming mail, plus additional electronic documents, for end customers.

So far, this extension of services has been well received, with many new customers providing great feedback. Claudio Mirti, Swisscom's Specialized Product & Channel ECM, is impressed by the new service. He indicates there is a "true additional benefit" for Swisscom's business customers, regardless of their industry.

Only six months after the launch of Swisscom's innovative "Capture Service", external customer mailroom processing exceeded one million documents on its own - most from major, strategic clients, making Swisscom even more central to their day-to-day business.

## THE FUTURE

The solution has exceeded expectations for both internal and external customers. Next, Swisscom wants to increase the volume of documents processed by the DocProStar platform - and thereby increase the company's value to both types of customers.

They are selecting the next group of internal customers for document process

**"This project has been realized within its set and tighten time frame and on budget according to Scope Definition."**



Armin Steiner,  
Senior Project Manager, Swisscom  
Image: Swisscom AG



Swisscom Shop  
Image: Swisscom AG



# “The TCG solution provides true benefits - both for Swisscom and for our customers.”



Claudio Mirti, Specialized Product & Channel ECM, Swisscom

Image: Swisscom AG

automation on the TCG platform, which should deliver additional efficiency gains and cost reductions. In tandem, Swisscom will expand the use of its new “Capture Service” offering to onboard new external customers.

## ADVANTAGES OF THE DOCPROSTAR PLATFORM AT SWISSCOM

### Cost reduction & efficiency

The replacement of two legacy systems by DocProStar means reduced costs for licences, operations and maintenance, and improved SLA and audit reporting.

### Data quality improvements

Errors were reduced, and processing was optimized as the platform quickly delivers high-quality metadata of critical business information.

### Higher automation levels

For all processes now running on the DocProStar platform, Swisscom achieves a higher lever of automation and straight-through processing. Employees are now able to focus on skilled work, core competencies and more intelligence-based tasks.

### Easy modifications for new documents & changing processes

Visual modeling in the DocProStar platform supports quick onboarding of new document types, processes and customers. The platform’s unified graphical user interface further facilitates implementation of process adjustments and acceptance of new or changed document types or processes.

### Automatic scalability

The new platform scales well according to the number of customers and processes per customer, as well as to the volume of the documents to be processed.

### Short implementation times and low code/no code

Due to the fact that DocProStar requires minimal configuration effort, without programming or scripting, Swisscom's complex project went from kickoff to go-live in three months.

# DocPro\*

## TCG DOCPROSTAR

DocProStar is an intelligent, single platform of software products for comprehensive automation of business processes, with capabilities to manage structured, semi-structured and unstructured documents. Through TCG's own intellectual property, the modern platform includes Robotic Process Automation (RPA), Artificial Intelligence (AI) and other advanced technologies to achieve a new degree of efficiency in administrative processing. The platform is scalable and manageable for both small volumes to high throughput environments with more than 100 million pages a year. The solution serves a wide variety of input and output channels such as scanners, email attachments, fax, MFPs and - in growing use - mobile devices, as well as ease of integration with third-party systems due to a large number of connectors based on common standards such as SAP RFC, web services or file interfaces.

Unique to the platform, DocProStar offers graphic modeling of processes with minimal configuration effort - no programming or scripting. Compliance is built in, and implementation times are shortened due to the platform's no-code approach and flexible deployment options (private or public cloud, on-premises). New requirements can be implemented quickly and efficiently, as DocProStar supports the administration of several clients and several processes per client in a single screen. This makes the solution a good fit for centralized processing centers like shared services centers or outsourcing partners.

## DOCPROSTAR DIGITAL MAILROOM

A digital mailroom automates the processing of all incoming mail to an organization and often focuses on a certain input channel, e.g. account opening, invoices, or contracts. DocProStar Digital Mailroom was developed to process a diverse set of document formats, from paper to electronic documents such as email, PDF, image and Microsoft Office files, as well as special document formats and media. The Digital Mailroom solution's flexibility allows for cost-effective processing of a wide variety of document types and languages without sacrificing quality. The platform guarantees stability of technical and organizational data protection as required, and the Digital Mailroom solution is characterized by user-friendly interfaces. Classification and data extraction, completion and validation take place automatically. Mailroom processors can focus only on exceptions - those that need additional visual validation if it is required or desired depending on the process and business case.

## ABOUT TCG

TCG is an international organization solving business process automation (BPA) challenges with its DocProStar platform, digitizing and automating complex processes across enterprises like Banking/Finance, Insurance, Healthcare, Public Administration and their business process outsourcers or shared services organizations. TCG markets solutions direct-to-customer and via partners, on 5 continents.

# TCG

ENABLE THE DIGITAL ENTERPRISE

WWW.TCGPROCESS.COM

SWITZERLAND (HQ) BRAZIL CANADA CHILE GERMANY POLAND PORTUGAL USA