



PROCESSING OF INCOMING MAIL

ARTIFICIAL INTELLIGENCE POWERING FILING AUTOMATION FOR A MUTUAL COMPANY

FACTS

PARTNER/CUSTOMER

- Canon France/ Mutest

IRIS TECHNOLOGY

- IRISXtract™

SOLUTION

- Letters are received by the company and are scanned and classified by the IRISXtract™ solution, which automatically determines the type of document and sends it to the relevant department or manager. Customer e-mails are also handled by this process.
- Once the documents have been sorted by type, the solution indexes the letters and extracts the essential data, with the help of a reference database. The manager can add to these indexes if necessary. The documents undergo this process via any scanner or multifunctional device.
- The workflows implemented distribute the mail efficiently and then archive these documents in members' folders.

BENEFITS

- Traceability of incoming mail and access to the member's folder at any time, with the latest letters received.
- More than 60% of mail items, with 80 different document types, are recognised and distributed automatically.
- Less time spent dealing with incoming mail every day and overhead reduction.
- Better service to members (automatic replies, extranet portal, text alerts, etc.).



FACTS & FIGURES

- 1500 documents per day
- More than 150,000 clients
- Save visibility and time
- AI powered IRISXtract™ classification

MUTEST:

We chose IRIS for its ability to respond to our challenges and to improve customer journeys.

We decided to go for IRISXtract because it is so easy to use and has so many ways to interface with our management tools and customer spaces.

William KRAFT,
Managing Director, Mutest



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ABOUT US

Image Recognition Integrated Systems (I.R.I.S.) is a leading provider of 'Content to Process' technologies'. I.R.I.S. offers solutions for automatic invoice and order processing, HR and supplier records as well as case management in legal, healthcare, and finance sectors.

I.R.I.S. provides technologies and solutions that capture data and information contained in documents, which are relevant to business processes. The goal is to make the data easily available while reducing operating costs.

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