



Automatic capture and processing of all incoming documents: Swiss Life replaces its existing solution with ITESOFT



ITESOFT now automatically processes Swiss Life's health insurance statements and incoming mail, replacing EMC² Captiva

ITESOFT, France's premiere document capture, processing and management software company, and a leading force on the European market, is pleased to announce the signing of a contract with Swiss Life France to automatically capture and process the 5 million client documents, including 750 000 insurance statements and payment requests, received every year by the Swiss based personal insurance specialists. Swiss Life France are a major player on the life assurance, health and welfare markets.

As part of its strategy to optimise costs and processing times through the automatic reading of health insurance statements, in spring 2008 Swiss Life decided to anticipate the announced change in format of the ESOPE statement: *"We chose ITESOFT to replace EMC² Captiva because our requirements were satisfied by its dedicated statement package and the capabilities of the ITESOFT teams to ensure the evolution of our production chain without any rupture in workload"* explains Jean-Marc Lucas, Swiss Life France's Information Systems Director.

In its desire to continually improve the quality of its client services, Swiss Life took advantage of this opportunity to roll out the automation of its processing chain to include all incoming client documents: letters, files, other forms, etc. *"Our organisational structure is now ripe for the implementation of a fully digital mailroom. The technological superiority of the ITESOFT.FreeMind Enterprise automatic classification solution and its proven ability to integrate with FileNet were decisive factors in our overall decision. ITESOFT's architectural principles (SOA, Web Capture, Web 2.0 video coding, scalability, clustering and virtualisation) provide us with complete freedom in terms of roll-out times and the ability to adapt to a continually evolving structure,"* Jean-Marc Lucas concludes.

"After the decision taken by AXA Healthcare, DARVA Healthcare, UGIPS Management, OMNIREP, SMI and SOGAREP, amongst others, Swiss Life's choice proves the appropriateness of our packaged field-specific solutions for the needs of the Healthcare, Pension and Welfare market. Swiss Life's decision to broaden the scope of its automated processes to cover all incoming client documents is also an illustration of a fundamental trend that ITESOFT anticipated by developing ITESOFT.FreeMind Enterprise, a Digital Mailroom product offer that our customers recognise to be extremely effective", declares ITESOFT's Managing Director Philippe Lijour.

Nanterre, 9 June 2009



About Swiss Life

Swiss Life Holding, whose head offices are in Zurich, grew out of the *Société suisse d'Assurances générales sur la vie humaine / Rentenanstalt*, founded in 1857. Now Swiss market leader in private life assurance and pensions and number two in the corporate sector, with a 28 % market share, Swiss Life is also one of the leading insurance companies in neighbouring countries: France, Germany, Luxemburg and Liechtenstein. Swiss Life Holding is listed on the Swiss stock exchange, SWX Swiss Exchange (SLHN).

The Group has 8200 employees; its 2008 turnover was 18.5 billion Swiss francs and at the end of the tax year it held 134.3 billion Swiss francs of active assets, with a solvency margin of 159 %.
To find out more about the Swiss Life Group, visit <http://www.swisslife.com/>



About ITESOFT

www.itesoft.com

Founded in 1984, ITESOFT is a European software company specialising in developing automatic information flow processing solutions. The company has offices in Germany (ITESOFT Deutschland GmbH, Hamburg), in the UK (ITESOFT UK Ltd, Farnham) and in France (Headquarters: Aimargues (30); Paris: ITESOFT).

With unique know-how in character and shape recognition technologies, ITESOFT solutions are used by over 600 customers throughout Europe in a wide range of business sectors, including: Direct Sales, Finance, Government, Industry, Insurance, Mail Order Sales, Retirement, Services, Social Security/Healthcare, and more. These solutions handle more than a billion documents per year, optimising internal business processes and reducing costs, while increasing document handling speed and improving data reliability.

Today, ITESOFT is the French market leader for capturing and processing documents electronically, and is a major European-wide player.

Group turnover, 2008: 19,4 M€ ■ Group staff, 2008: 160 people

ITESOFT offers a complete, integrated, and flexible line of software solutions for electronically capturing, automatically processing and handling all documents entering an organisation: correspondence, forms (orders, slips), invoices, and payments (checks, bank drafts, etc.). The company's software product line is based on three core products:

- ITESOFT.FreeMind dedicated to capturing and automatically processing documents. Specific modules include:
 - ITESOFT.FreeMind Enterprise to capture and categorise all incoming documents
 - ITESOFT.FreeMind for Business to handle all kinds of business forms and documents
 - ITESOFT.FreeMind for Invoices to handle supplier invoices
 - ITESOFT.FreeMind for Orders to handle BtoB order forms
- ITESOFT.Share to handle document management and workflow, fully web based
- ITESOFT.iSpid to handle payment documents

These solutions offer advanced, seamless integrations with the market's leading ERP systems including Arcole, Coda, Infor (Arael, Baan, Smartstream, Sun Systems, ...), JDEdwards, Microsoft Dynamics, Oracle E-Business Suite, PeopleSoft, Sage, SAP®, etc..

ITESOFT's mission is to "capture 100% of all documents and automate 100% of all processes within the company".

ITESOFT has been listed on Euronext Paris since February 2001
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ITESOFT Press Relations

Context Public Relations

Craig Coward
Tel: +44 (0)1625 511 966
Fax: +44 (0)1625 511 967
craig@contextpr.co.uk

ITESOFT

Denise Clinker
Tel: +44 (0)1252 741 501
Fax: +44 (0)1252 741 515
denise.clinker@itesoft.com