



CPP Group Plc Selects Advanced Forms Processing Solution From ITESOFT



CPP Group Plc speeds up the capture and processing of 2 million business forms with ITESOFT's suite of document capture, processing and management software

International marketing services business CPP Group Plc (CPP) has selected ITESOFT to provide an advanced forms processing solution.

Processing in excess of two million incoming business documents per annum, with 50 different form types sent in various formats including email, fax and post, CPP was manually sorting each of the different forms, which was very time consuming and labour intensive. ITESOFT.FreeMind Enterprise enables CPP to automatically capture and categorise each of the different forms.

'Our project has completely achieved its objectives. The speed of our forms processing is now significantly faster. Also the availability and quality of our management information reporting has vastly improved, which has enabled us to increase the level of service that we provide to our customers. The ITESOFT solution also has the potential to be rolled out to other parts of the CPP Group internationally to ensure that we continue to improve our business processes,' said Harry Seehra, Data Processing Manager for the CPP Group Plc.

CPP provide a range of Life Assistance products and services like card protection, identity fraud and mobile phone insurance, which allow their business partners to forge closer relationships with their customers. They are using ITESOFT.FreeMind for Business to extract data from the captured forms. Customer policy numbers can now be automatically identified and extracted from each scanned document, even when the number is hand-written. This is a critical data item which had previously been manually keyed, an error-prone and time consuming operation. CPP employees are currently learning how to extend the range of data items which can be automatically recognised and converted to data in order to further speed up average document process time.

ITESOFT.FreeMind for Business enables the data processing team to measure the time it takes each agent to process a single form, and how accurately each form was processed. This important Management Information enables CPP to monitor and manage vital service level agreements agreed with their Business Partners.

ITESOFT.Share enables the secure electronic archiving of business forms within CPP, assisting with the search and retrieval process. CPP redirect documents between agents and team managers to allow faster resolution of any issues.



ITESOFT Document Management

ITESOFT.FreeMind Enterprise is dedicated to capturing, identifying and automatically distributing all the documents entering a company. ITESOFT.FreeMind for Business is a solution for the automated processing and indexing of 100% of business documents. ITESOFT.Share is an electronic document management and distribution platform for organisations that wish to give their employees and partners access to a unique and secure document reference library.



About the Customer

The CPP Group Plc (CPP) is an international marketing services business offering bespoke customer management solutions to multi-sector business partners designed to enhance their customer revenue, engagement and loyalty, whilst at the same time reducing cost to deliver improved profitability. This is underpinned by the delivery of a portfolio of complementary Life Assistance products, designed to help their mutual customers cope with the anxieties associated with the challenges and opportunities of everyday life.

Established in 1980, CPP has 11 million customers and more than 200 business partners across Europe, North America and Asia Pacific and employs 2,000 employees who handle 16 million consumer sales and service conversations each year.

In 2008, Group revenue was £259.5 million, an increase of more than 15 per cent over the previous year. This is more than five times the sales level of 2000.



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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P R E S S
R E L E A S E



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