



Routine data capture: secure, fast, simple

How you can reduce costs and at the same time improve customer service

Routine data capture is an essential part of almost every value added service – for example the capture of data from forms or applications, receipts or contracts. Until now there were two alternatives:

(1) Trained specialists capture the data

- + Advantage: low capture errors, difficult transactions are also processed
- Disadvantage: high personnel costs, dissatisfied personnel as not challenged at work

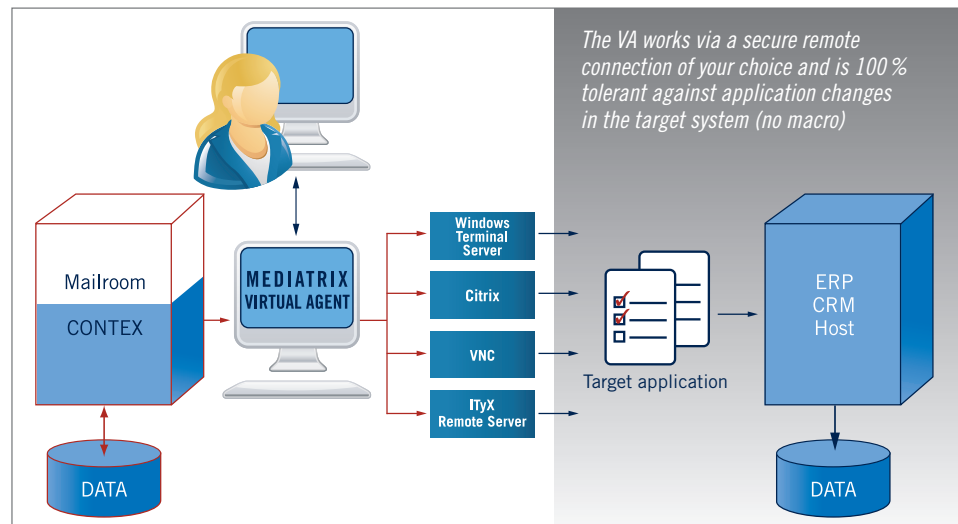
(2) Semi-skilled staff capture the data

- + Advantage: lower personnel costs
- Disadvantage: higher error rate, additional interfaces when outsourcing, extra resources required at peak periods to deal with unprocessed transactions

ITyX's VIRTUAL AGENT (VA) provides a third option, that combines advantages of both aforementioned alternatives.

The VA captures, validates and transmits data into existing ERP-/HOST environments. In that way, the VA automatically carries out all routine data capture tasks. On a virtual user interface, the VA replicates the capture and test process, and executes relevant process steps automatically. An employee only has to intervene if data is not complete or if a test process has not been finalised.

**ITyX Guarantee:
ROI in max.
12 months**



Benefits for your Organisation:

- > ROI in max. 12 months
- > No licence costs and therefore no investment budgets
- > More than 50 % of all transactions run automatically
- > Even if some transactions cannot be processed by the VA, the majority of the data can be captured automatically; manual data capture is reduced to data control
- > No adjustment of systems is necessary (remote operation)
- > Several applications can be operated simultaneously
- > Short-term peaks in enhanced workloads can be balanced out
- > Employees become available for customer service and creative tasks



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Mediatrix VIRTUAL AGENT

Properties:

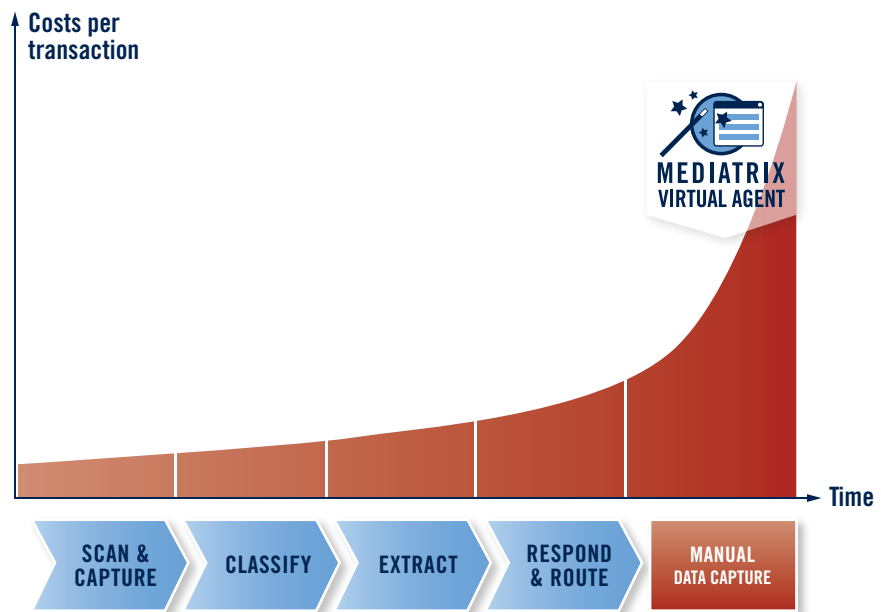
- › Suitable on HOST-, client server or web applications
- › Simulation of mouse and keyboard
- › Reaction to screen contents
- › Tolerant against application changes in the target system
- › Implemented quick and secure
- › System operational 24/7
- › Safety mechanisms as well as all validation and test rules are adopted from existing systems

Possible Operational Areas:

- › Application forms and contract documents
- › Data capture in legacy systems with missing interfaces
- › SAP-capture
- › Master data capture
- › External capture (Outsourcing)
- › Manual migration
- › Maintenance of twin systems

The scalable service VIRTUAL AGENT can be operated as a stand alone system. Integration with other products in the Mediatrix portfolio can considerably increase the proportion of fully automated processes within the input management process.

The costs of the VIRTUAL AGENT depend on the amount of the savings achieved.



The further one progresses in an input management process, the more expensive the individual process steps become. In combination with the Mediatrix modules, the VA enables the optimisation of the processes as a whole.

The Advantages for your Organisation:

- › We help you optimise value which increases your competitive advantage.
- › The costs for the VIRTUAL AGENT orient themselves on the result, which we achieve together with you.
- › We assure you fast, flexible and user oriented cost structures – without substantial depreciation on software and long-term investments.

Talk to us. Or ask us to put you in touch with one of the numerous satisfied ITyX customers. We guarantee progress.



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