



## Benefits:

- High-speed imaging & indexing
- Faster access to information
- Automated, secure online document workflow
- 99% data capture accuracy
- Improve business processes
- Reduce paper handling with the ability to transition to a 100% paperless environment
- State-of-the-art software and hardware
- Tailor-made solutions
- Sustainable solutions

## Intelligent Imaging Solutions

### Automated document and information processing to improve business performance

Keeping ahead of technological innovations that give you faster access to information, improve business processes and enhance your ability to service customers can be challenging for individual companies. This is why Converga offers clients fully automated e-business solutions to reduce physical paper volumes through its network of Converga Technology Centres (CTC's) across Australia and New Zealand. The CTC's are commercial grade data centres housing tier-1 technical hardware and communications infrastructure that host leading, robust enterprise-level document and information processing applications. We process in excess of 100 million documents annually on behalf of our clients.



### Imaging & Indexing

Converga is the market leader in Imaging & Indexing. Each day we process high volumes of documents at rapid speeds using our scanners located around the globe. Solutions are customised for each client so that documents can be distributed, stored and accessed based on your exact requirements.

### Form Automation

Converga's Intelligent Document Recognition (IDR) software and high-speed scanning infrastructure process thousands of paper-based documents such as forms and applications for our clients everyday. Using your business rules and information from your back-end systems, we can provide an automated document approval service for virtually any kind of business document.

### Claims Processing

Our claims processing solution offers reliable, comprehensive automated claim management. It includes claims receipt, document categorisation, imaging, data capture, workflow management, live file management and tailor-made business rules.

The entire claims process is managed online including a help desk, case management and customer notifications.