



TECHNOLOGY FOR BUSINESS PROCESS OUTSOURCERS

WHAT IF YOU COULD OPTIMIZE EVERY CUSTOMER'S BUSINESS PROCESSES?



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MORE THAN “JUST” OUTSOURCING

Considering the first major outsourcing projects were carried out in the mid-80s, outsourcing can almost be referred to as “old hat” ⁽¹⁾. For instance, at the time EDS took over General Motors’ entire information processing system and IBM and DEC that of Eastman Kodak. The concept of outsourcing developed into business process outsourcing when thinking had expanded from not only considering which business processes could be transferred to a service provider but also to the question of process optimization and standardization. Today, the goal of improving process efficiency lays the groundwork for defining benchmarks for external BPO providers. Only if outsourcing offerings are

more advantageous than internal services especially in light of the ongoing process optimization, does outsourcing become an option from an entrepreneurial standpoint. For business process outsourcing, automation concepts for information processing are vitally important because of their cost structure, especially in economically advanced regions of the world.

For service companies, it is important to keep an eye out for partners and solutions that provide not only innovative technologies for automated classification and indexing of unstructured data of any kind but also support all relevant communication channels, thus paving the way towards holistic, automated information and document processing also in a global environment. For over 20 years, we have successfully focused on improving the productivity of our partners by supporting them with technology, process knowledge and a focus on markets to manage documents, data and information more efficiently. For this purpose, we offer solutions for automatic invoice and order processing, HR and supplier records as well as case management in legal, healthcare, and finance sectors. If you offer business process outsourcing for the consolidation and centralization of your company’s client processes, we are your go-to provider for all your automated information processing needs!

STRATEGIC PARTNERSHIPS

With **IRISXtract™ for Documents**, we boast an outstanding software platform which has been successfully validated by numerous service providers for implementing optimization solutions for widely different business processes based on automated document classification and data extraction. Multi-client capability, the simultaneous operation of different applications, integrated process monitoring, free scalability and free allocation of technical resources to individual clients, interfaces with higher-level tracking and tracing or the fully integrated customization environment based on Microsoft .NET are all standard features of our platform.

Our technologies enable our partners to swiftly implement their internal services strategies as well as provide flexibility, efficiency and quality when designing their multiple service level agreements. In addition, we provide our partners with highly qualified consultants from our global organization for their operational requirements.



Our experts will help you stay abreast of the latest technological developments, keep an eye on your process focus and define KPIs while continuously improving and developing your service solutions.

Not least because of our long-standing experience and close access to markets we are able to help achieve growth for our BPO partners with profound industry knowledge, process awareness, technical expertise and innovative ideas. Without a doubt, only a trusting partnership in a collaborative setting will permanently lead to success.

Consistent unobtrusiveness is the hallmark of our business strategy, which we have successfully cultivated over many years. You are our partner! From day one, we guide you every step of the way through a certification process towards becoming a competent user of our automation solutions. Our goal is to familiarize you with our technology and support your operational independence at all levels of our cooperation as this is the only way you can successfully prove your process efficiency to your clients.

At the same time, you can always trust us to fulfill our responsibility as a technology and solutions partner in a sustainable fashion. We work out solutions with you, support you in the implementation of specific operational applications and provide assistance with resource bottlenecks. In addition, our professional 2nd level service is available to you at any time.

Our strategy of partner support includes a training program, which has been developed over many years. Within its parameters, we work with you to effect a gradual transfer of expertise, empowering you to carry out our solution in a reliable fashion. With this as a foundation, you will learn how to independently implement change requests followed by new applications as complexity increases. Along the way, we address theoretical content as well as numerous best-practice exercises. Through associated workshops we make sure you are able to apply the acquired knowledge to actual projects in a methodically sound fashion.

The typically throughput-oriented licensing model of our solution platform **IRISXtract™ for Documents** includes an almost free adjustment of all relevant functional and performance parameters, allowing for perfect adaptation to the basic economic conditions of your clients' solutions.

At the same time, we also support volume-based models providing the option of purely project-based flexible only cost calculation.

Moreover, we will recognize your professional development as I.R.I.S. partner through a tiered licensing, maintenance and service price system. We also assist you in placing your shared services within your organization through joint marketing and sales activities.

SYNERGIES

I.R.I.S. has been able to establish itself as a global market and technology leader with a clear focus on classification and extraction of unstructured information and is delighted to count over 1,400 companies from all industries as users. Our international network of partners boasts considerable business skills of various types. With the help of our sales and marketing organization, we actively support you in taking advantage of this important resource and exploit synergies.



⁽¹⁾ G. Schewe, I. Kett: Business Process Outsourcing, Springer, 2007



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ABOUT US

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

IRIS 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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