



E-DISPATCHER

S I A V

THE SIAV SOLUTION

Latest generation complete
Document Communication System



the powerful and flexible digital courier

CONTEXT AND SOLUTION

Communication between companies is continuously increasing: the traditional forms of sending documents (fax, mail) are now joined by documents that were created digitally and never materialized. e-Dispatcher automates the entire multi-channel document distribution process, reducing service costs and delivery times.

The widespread use of the Internet and electronic mail, Digital Signature technology, Certified Electronic Mail services, new regulations governing the transmission and preservation of electronic documents, and growing use of Document Management and Workflow Management systems, often integrated with ERP systems, have opened new horizons for Document Communication systems capable of fully exploiting and integrating this potential.

e-Dispatcher is a **powerful and flexible engine for the multi-channel automatic receipt and dispatch of documents** (via the Internet, fax, Italian Postel service and email), based on management systems and Document Management.

e-Dispatcher manages any type of document distributed by or sent from your company intelligently and automatically. It is the ideal solution for **automating company processes relating to communication with suppliers and customers**, customer service activities, marketing and CRM.

E-DISPATCHER

www.siaav.com

E-DISPATCHER OVERVIEW

Reliability and security: data protection through the definition of user profiles and generation of log files to record all operations.

Interoperability: easy and transparent integration with management systems, company databases and office automation applications, Document Management and CRM.

User-friendly and flexible: intuitive Windows "look & feel" interface.

Powerful scripting engine: capable of creating highly complex automations and integrations.

Automatic multi-channel sending: e-Dispatcher processes spool files, Postel batches, PDF files, generic documents, and identifies their distribution coordinates and channels: traditional and certified electronic mail; fax server sending printing and mailing services including outsourcing.

Digital signature: automatic digital signature management in compliance with the law.

Automatic archiving on receipt: e-Dispatcher reads normal and CEM mailboxes, extracts documents and data in messages and archives them, and can trigger workflow and registration processes in ERP.

Integration with the Siav Document and Workflow Management systems: easy to use in processes set up using the Siav workflow engine.

Advantages

e-Dispatcher automates distribution processes and document flows, increasing the organization's efficiency and competitiveness:

- Strong reduction in personnel costs for managing mail received and data entry into management systems or ERP
- Immediate availability of information and reproducibility of documents
- Fast responses and better customer service
- Optimization of company processes and organizational improvement
- Reduction in management, printing, envelope stuffing and mailing costs
- Security and confidentiality of information
- Progressive elimination of paper archives
- Absolute certainty of document delivery, especially when certified mail is used
- Better company image in relation to external partner organizations

