

Bdoc Suite



Bdoc Front Office

DEFINITION

Bdoc Front Office is the interactive composition and publishing software in the Bdoc Suite.

It is designed for the teams in charge of client relations (network of agencies, call center, CRM...), or who are called upon to frequently write recurring documents in their daily activity (HRD, Legal Management...).

Thus, the trade user will be able to create, modify, personalize and send secured documents to its clients' client and this in real time: emails, insurance contracts, loan offers, invoices...

The user as well as its management will be able to intervene in the writing or enrichment of a document thanks to a participative workflow or a validation workflow.

Bdoc Front Office replaces the various existing office automation tools for the interactive composing and publishing of documents,

Bdoc Front Office totally secures the content of your client's communications.

UTILIZATION SCOPE

Bdoc Front Office interfaces with the main trade applications used in business and administrations.

- Pre-configured and customizable portal, easily accessible by the users through a navigator
- Deployable Web services in an SOA architecture or that can be driven by service schedulers

- Connectors or APIs for the main programming languages
- Interfaces for the software packages or the ERPs on the market

TECHNICAL COMPONENTS

Bdoc Front Office consists of 3 functional modules:

- Bdoc Design: the design station which allows modeling all the business mailings.
- Bdoc Web Design: the design station that allows creating document models produced by the Bdoc Design users: commercial service, marketing, HR.
- Interactive Bdoc: the document and file interactive writing and production portal.

A few key elements of Bdoc Front Office are:

- Open solution, possibility of interfacing with external components
- N-tiers architecture, full thin client
- Web 2.0 application
- Rich Web application based on Ajax technologies
- Reusable SOA components (Web services, tagbits, JAVA API, NET...)
- Repository of components, documentaries open on the main databases on the market (MySQL, Oracle, SQL Server...)
- Dynamic interactivity that does not require any programming



**BUSINESS
DOCUMENT**

DOCUMENT SOLUTIONS FOR YOUR BUSINESS

FUNCTIONS

In order to respond in real time to the clients, Bdoc Front Office allows the users to interactively compose and publish the documents on their work station while integrating each trade specific:

- Decentralization of document design personalization, model maintenance functions within the operational managements.
- Management of client files
- Work in a collaborative and secured environment
- Document composition and publishing from a secured library of documents and files based on the user profiles
- Freedom to write documents: the user can create a document from the ground up even if no model has been planned, or yet again start from an existing framework In the latter case, the system proposes mail models where the graphical chart is applied and the basic elements of the mail have been pre-written: logo, destination address, chronology, signatories, footer... The writer disposes of a library of texts or paragraphs (called Clauses) in coherence with the document.
- Use of a Docflow: a documentary workflow that allows the creation of various tasks by the user, alert)

CLIENT BENEFITS

The Composition and Publishing solution guarantees you:

- A document composition facility including for complex cases of insurance contracts or documents linked to disaster management,
- The reinforcement of controls needed at the base level as much as form (respect of graphical chart, content management, referential integrity),
- The personalization of documents addressed to your clients,
- The improvement of relations with the clients by creating a prized quality communication
- The increased reactivity with the users when handling current affairs,
- The reduction of costs.

