

# THE ROAD TO DIGITAL TRANSFORMATION



DOC  
FUSION®

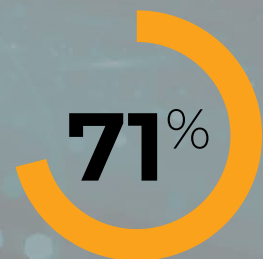
**CREATE** AND  
**AUTOMATE** MISSION  
CRITICAL DIGITAL  
DOCUMENTS

YOUR DIGITAL WORLD, DELIVERED

## DOCUMENT GENERATION AND AUTOMATION

*Document generation has been topical for over 30 years, since the inception of the first word processor. It is quite ironic that today 70% of business processes are still paper based. Paper based business processes cause massive productivity issues, time wastage, duplication of effort, costly errors, dissatisfied customers and other stakeholders.*

*Companies are generally good at automating internal processes but with interactions with external stakeholders it becomes manual and paper based.*



More than 71% of business processes are **still document and e-mail based**

# DOCUMENT GENERATION AND AUTOMATION

*Paper-based business process are responsible for the flouting of legal risk and compliance. In addition to this it ruins the reputation of companies who distribute incorrect documents with wrong logos, legal terms etc. All of this has a significant impact on a company's productivity, cost, revenue and ultimately, bottom line.*

In most companies today you see every office full of files, overflowing inboxes, boxes for offsite storage and much more. Documents are manually distributed for signoff and often final documents compiled from various source material by different people. Documents are normally incomplete, full of mistakes and generally do not fulfil the objective they were originally compiled for.

The document management system is often multiple storage points on individuals' computers much of which disappears through forgetfulness or when a person leaves the company.



THE PROBLEMS WITH THE ABOVE ARE MANY AND INCLUDE:

**Unhappy customers** filling out paper documents and receiving documents riddled with errors

No possibility of effective document management

Slow turnaround times

**HIGH COST ERRORS** which can drastically affect the bottom line

No means of **effective collaboration**

**Unprofessional interactions** which damage a **company's reputation**

**Incomplete documents** being sent for rework

Documents not going through the **correct approval processes**

Huge administration departments **manually populating data**

**Inconsistency of customer experience**

**Documents not legally compliant**

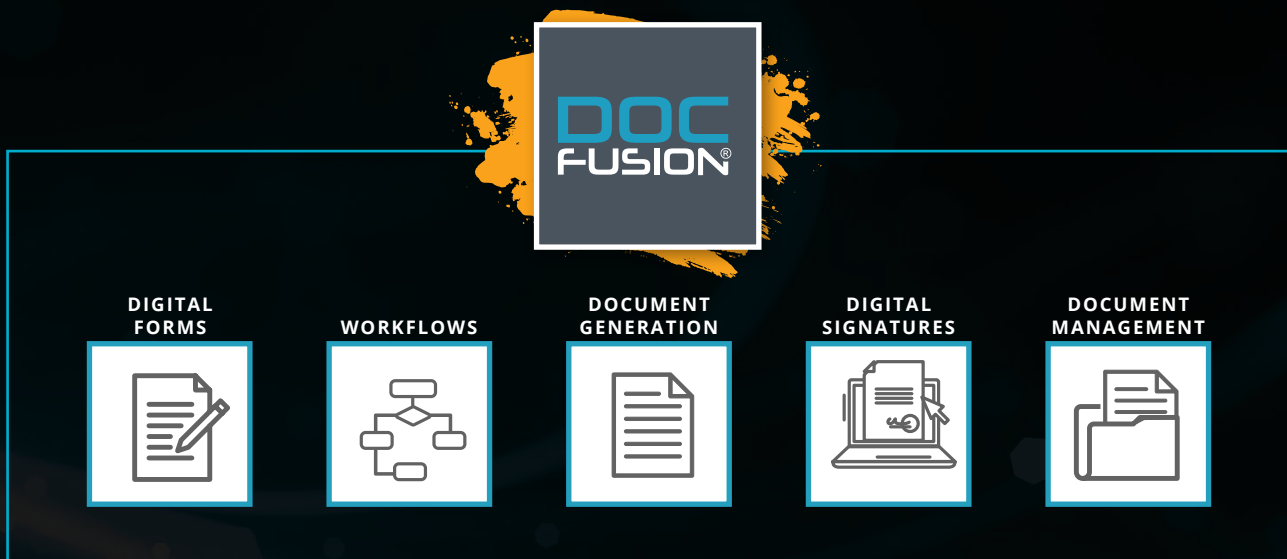
**No ability to digitally sign**

Low productivity

When one looks at the processes that need to be automated, failure in these can lead to catastrophe.

*DocFusion® helps customers digitally automate all communication with their stakeholders. It does so using an intelligent platform that merges data from back office systems with easy to build document templates.*

## THE PILLARS OF **DIGITAL TRANSFORMATION**



*DocFusion was born as a result of the need to digitise operational processes and automate data input. This then starts the document generation process, drives digital workflows, enables digital signatures and stores the organisation's intellectual assets effectively.*

DocFusion fills the digital divide left by line of business (LOB) systems such as SAP and SalesForce by automating document collaboration and document interaction with all external stakeholders.

With DocFusion there is one digital repository of all the organisations document templates. There is integrated workflow which drives digital processes and smart integration via API's which automatically populates documents with the relevant data from legacy systems or data input forms. Processes can be scaled, quality

embedded and fully automated using DocFusion's easy to use rules engine, documents are digitally signed, automatically indexed and stored.

The power of DocFusion is further enhanced by its technical differentiators. It is Digital and Cloud Native. DocFusion is built on the Microsoft Word platform which democratises template development through drag and drop. DocFusion underpins this smart template design with a smart rules engine which allows users to build rules cost effectively in the template rather than building them in the LOB system.

Docfusion has no competitors in its ability to integrate via API's with LOB systems. DocFusion's ability to create a smart document repository drive workflows, digital signatures and manage all documents puts it in a league of its own without the need to rip and replace the existing technology landscape.



## THE CASE FOR DOCFUSION

*The business case for DocFusion is easily made as it addresses many business and operational issues companies face daily:*



Customer experience management



Reputation management



Productivity improvement



Cost reduction



Risk and compliance



Ominchannel marketing



Employee management



Digital and paperless

The Link, 173 Oxford Road, Rosebank, Johannesburg, South Africa

Email: [marketing@docfusioncloud.co.za](mailto:marketing@docfusioncloud.co.za)

Phone: (+27) 10 141 5835

80 Strand Street, Cape Town, South Africa

Phone: (+27) 10 141 5835

30 Wall St. 8th Floor, New York, NY 10005, USA

Phone: (212) 634 4955

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[www.docfusioncloud.com](http://www.docfusioncloud.com)