

INTELLEDOX AND TIBCO

Intelledox and TIBCO feature two complementary technologies that maximize the efficiency and outputs of the existing business systems in an organization. Through Intelledox and TIBCO, businesses and governments are able to provide timely, two way and up to date communications to its customers and its staff.

ENTERPRISE TO CITIZEN PORTAL

With the number of different systems in use these days, connectivity has become one of the major issues organizations have to deal with. Large government agencies and organizations such as those in healthcare, employ various business systems and data stores that over time have issues regarding connectivity to one another. With the integration of TIBCO’s enterprise service bus with Intelledox, the control of routing messages and information through these various systems and services become streamlined.

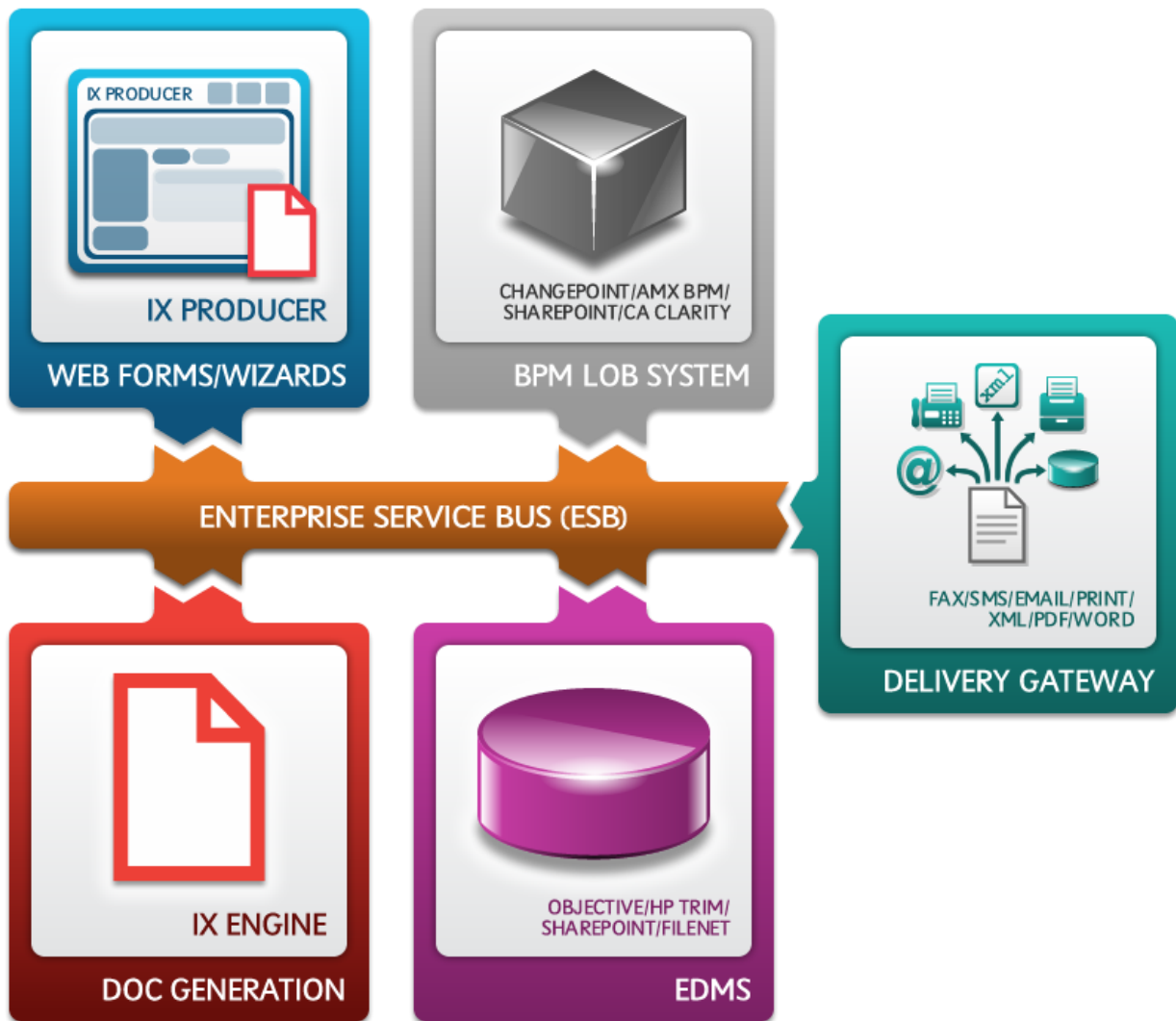
With the TIBCO ESB providing the framework to implement interaction and communication between various software applications via its service oriented architecture (SOA), the capabilities of Intelledox as a document creation platform are maximized. The native connectivity of Intelledox allows connection to various systems simultaneously enhancing the communication production process. However, TIBCO’s ESB architecture allows tighter integration with Intelledox: It leverages robust connectivity to a singular platform, allowing Intelledox to seamlessly push and pull data from different sources that are connected to the ESB, and transporting information and generated documents through the ESB, into their respective locations and in the necessary outputs, all in real time.

Put simply, TIBCO provides an architectural model for the transport of information and connectivity between the different applications in an organization. TIBCO provides a pipeline for Intelledox, linking vital information stores to the document creation process for up to the minute data integration.

FEATURES AND BENEFITS

- Paired with the Intelledox smart web form, it provides real-time, two way interactions between organizations and their customers.
- Easily link and use organizational data sources, including mainframe systems
- Production of accurate, timely and engaging personalized communications
- Easily implemented and flexible for modification
- Smart web forms allow customers and organizational staff to verify existing data or modify where applicable

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SMART WEB FORMS AND THE BPM

Streamlining Complaints Management and Freedom of Information Requests

With Intelldox smart web forms, business and customer interactions are enhanced using data provided via TIBCO's service oriented architecture. This creates optimum interactivity using the most up to date organizational data, and real-time workflow management to streamline processes such as complaints management and freedom of information (FOI) requests.

The Intelldox smart web form provides an intuitive and dynamic presentation interface to the user. Question sets are adjusted based on information that the user provides through answers, or information pulled from organizational data stores. For example, a customer filling out a complaints management form may be presented with a question asking whether the complaint is about a product or service. Depending on the customer's answer, the wizard will dynamically redirect to a specific question set.

Once the smart web form is completed by the user, data submitted will then be pushed to the appropriate organizational area through a workflow process for further action. This is done through the integration of the Intelldox smart web form platform with TIBCO's business process management engine. Enquiries, complaints and requests are managed in a systematic and efficient manner, maximizing organizational resources and allowing

accurate and timely responses. Furthermore, the Intelledox smart web form can also be used by citizens and staff to confirm, modify, or update existing data – such as escalation requests, approval processes and requests for further information.

Intelledox smart web forms, combined with TIBCO’s BPM engine, bring organization-customer interactions to the next level. The pairing of these two corresponding technologies provides an effective, efficient way of managing a two-way interaction between an organization and its customers.

FEATURES AND BENEFITS

- Smart web forms allow the ease of lodging complaints and freedom of information requests
- Easily link and use organizational data sources
- Smart web forms allow timely, accurate responses to complaints and requests
- Smart web forms allow customers and business staff to confirm, modify, or update existing data on complaints and requests on the fly
- Drag and drop workflow tools
- Workflow management ensures requests and complaints are routed to the correct area/s for processing, action, and progress tracking

ABOUT INTELLEDOX

Intelledox is the leading intelligent document creation solution, and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox assists organizations to centrally manage and control the creation of repetitive, process-centric documents such as contracts, insurance forms, and customer communications across the enterprise. Intelledox transforms unstructured inputs into structured outputs, allowing the business to ensure compliance of all documentation produced, reduce human error, and improve overall business efficiency. Founded in 1991, Intelledox has successfully delivered high quality enterprise software solutions to the market both in Australia and overseas. Intelledox has an international presence across the globe with offices in the United States, Australia, Singapore, and the United Kingdom.

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