Innovation Leader in

CUSTOMER COMMUNICATION MANAGEMENT

icon uk

icon
DOCUMENTS THAT COMMUNICATE

About icon

icon UK offers digital transformation capabilities based on paperless or paperlite omni-channel end-to-end workflows with the maximum of personalisation and security in every interaction. Our best-of-breed Document centric Customer Communications Management ("CCM") solutions are key to unlocking process opportunities for UK centric organisations and their operations globally, together with innovative organisations worldwide with client focused transformation agendas.

The modular icon Suite features "DOPiX", the leading CCM product in Germany, prominent in Central Europe within large organisations such as Banks, Insurers and Public Sector bodies. icon Systemhaus GmbH provides R&D and local services in Germany, Austria and Switzerland, tailored for the German language market.

icon UK exclusively represents the solutions not only in the UK but also in other non-German language countries through EMEA and worldwide, excluding North America (serviced by sister company icon Communication Dynamics, Inc.). Our business-first consultants are expert at rapidly assessing client opportunities and advising on the optimum implementation of our state-of-the-art document creation and output technologies. Producing outstanding ROI and end-customer satisfaction for our clients is our primary motivation.

Leveraging successes elsewhere, every implementation produces a tailored solution for maximum competitive advantage, not simply cost reduction. As such we enable client organisations to consistently deliver the best communications experience with their customers, partners and staff at market leading price-performance levels. Worldwide support can be provided from our UK base, supplemented as needed by our European support team or complemented by local or regional partners.

> " *DOPiX is one of the few CCM solutions on the market that supports all types of document creation: interactive, online process-integrated, or batch; All independent of hardware, operating systems, data formats and communication channels. Thanks to its modularity, DOPiX can be easily enhanced and customised.* "

Uwe Seltmann CEO
icon Systemhaus GmbH

Our business approach

In spite of our rapid growth over recent years, we have managed to retain our corporate culture. We remain true to our founding principles and convictions and still believe in the importance of continually adapting our company and our software to meet customer and market requirements. New functionality is added at least annually often resulting from our user group forums and customer requests for further innovation. This is a free benefit for customers with support contracts. This general philosophy underpins the success of all our staff dedicated to serving the customer.

Our market position

icon has been offering comprehensive customer correspondence solutions to leading insurance companies, banks, utility companies and industrial companies, banks, utilities and governments since 1995.

The DOPiX customer correspondence platform (DOcument Platform in eXcellence) covers the complete range of high-volume, individually oriented, interactive and process-integrated functionalities across large organisations. It is used for the most sophisticated types of customer communication in terms of both functionality (integrating biometric e-Signatures or web agent capabilities) and scalability (> 1m per hour multi-lingual, multi-template documents).

Leading Companies trust icon:
- **70% of Germany's 30 largest insurance companies**
- **EU's Europe's largest direct bank & 40% DACH bank market**
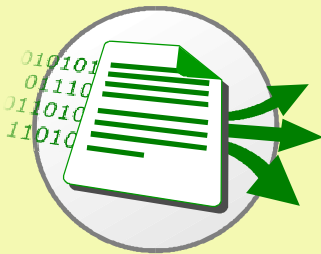- **Europe's largest automobile club**

DOPiX is far more than just a solution for your correspondence, content generation and output. The DOPiX community is a strong network of outstanding practitioners. It consists of customers, partners and specialists working closely together to continue to improve DOPiX.

All products have a common set of values:
- Easy to use and integrate; low training requirements;
- Flexible and scalable; configurable locally or centrally; hardware independent;
- Open standards based;
- Multi-lingual support;
- Optimise user experience whilst enabling the right amount of corporate control - whatever the channel.

DOPiX ENTERPRISE EDITION

DOPiX is a standard software suite for creating and formatting all kinds of documents, such as business letters, invoices, insurance policies, quotations, contracts, and many more. DOPiX is application and platform independent and can be accessed quickly and securely by any business application via standard communication interfaces and protocols.

Platform agnostic, DOPIX runs on most modern platforms

On-Premisis or Cloud deployed, Centralised or Distributed/Mobile, DOPiX runs on everything from IBM mainframe z/OS through Linux and Unix to Windows and more.

Strategic partnerships enhance the proposition, such as DOPiX gaining one of the first certification's for IBM PureApplication System runtime environment. This accelerates and simplifies DOPiX deployment and management. In addition,the total cost of ownership is significantly reduced: it facilitates full monitoring of the hardware,the database, the Java runtime environment and DOPiX. It also dramatically accelerates the provisioning of the typically needed development,testing and integration environments.

Advanced Business Partner IBM

Ready for PureSystems

DOPiX/SmartAdmin

Document templates designed by your business department

With DOPiX/SmartAdmin, document templates can be designed by non-IT staff in your business departments. With DOPiX/SmartAdmin, document frameworks are generated automatically while ensuring that naming conventions are observed. DOPiX/SmartAdmin provides a clear overview of available DOPiX objects. Text administrators in the business departments can easily drag these objects into a tree view of object relations, thus generating and structuring document templates.

DOPiX/Flow

Workflow management system for efficient template design

DOPiX is based on a large variety of document templates, which often exist in several versions and have to be transferred across different staging environments. DOPiX/Flow ensures that all DOPiX objects are moved or staged across the various environments in a controlled manner, including release procedures and role-based authorisation.

DOPiX/Desktop

Bridging the gap between correspondence system and archive

DOPiX/Desktop seamlessly connects DOPiX to your archiving systems – without any discontinuity of media. Archived documents can be annotated and added to the current correspondence with a click of the mouse. As a result, you can both create new documents and add archived documents to your correspondence at the same desk. The newly created document can then be further edited with the established processes and archived automatically.

DOPiX/Designer

Accurate and flexible form design

DOPiX/Designer was developed to enable accurate and efficient form design. A state-of-the-art WYSIWYG editor guides you through the entire document creation process, providing templates for data retrieval, form design, text components and input dialogs. In addition, DOPiX/Designer allows you to freely position design elements on a document page, and place graphics or PDF documents in the background of the page.

DOPiX/TEO

Quality assurance for texts

DOPiX/TEO ensures compliance with guidelines for understandable and appealing writing. Besides supporting users in the composition of free text, it helps to ensure the quality of text components based on clear rules and criteria. DOPiX/TEO follows a clear system of values which can be adapted to the standards of your industry, your organisation and individual business units. This way, evaluation standards are created for a more objective approach to the quality assurance of texts.

DOPiX/Stacc

Identifying key indicators in the document creation process

The DOPiX/Stacc statistics module collects all data relevant in the document production process, even across multiple DOPiX instances. The collected data is then made available in a central database. With DOPiX/Stacc, you can identify which tasks users repeatedly perform during document creation. Streamlined administration can help avoid these tasks, allowing users to create documents faster and at lower costs.

Customer reviews

ERGO

"

We were looking for an expandable application which can be employed throughout the group for text processing – a one-stop solution – and that's exactly what icon offered us. We are very happy. Thanks to icon's solution we were able to examine our entire output management from scratch and replace or enhance applications to set the right course from the very beginning and implement improvements across the whole group.

"

Peter Kleinschmidt
Head of Department
IV-Coordination
of Central Systems
**ERGO
Versicherungsgruppe AG**

GENERALI DEUTSCHLAND

"

The flexibility and scalability of icon's solution really stands out. DOPiX gives our users all the functions they need to create high-quality documents, making it much easier for them to concentrate on their core business. The document creation process itself is now largely automated.

We were able to seamlessly integrate DOPiX into our existing business processes. This demonstrates icon's in-depth knowledge of the processes that are typical for an insurance group. The range of functions offered by the correspondence system meets our requirements perfectly.

"

Dr. Jens Behrmann
Head of BE Systementwicklung
Versicherungsbetrieb
**Generali Deutschland
Informatik Services GmbH**

ING DiBa
Die Bank und Du

"

Thanks to icon's support, we have reached our goal of ensuring consistent customer communication. We avoid redundancy resulting from different letter formats and, by concentrating on centralised printing, we have also been able to save costs.

The system is very easy to handle for our employees. The icon solution is the standard tool in day-to-day business employed by every user during customer contacts.

"

Michael Herrmann
Head of Department
IT Business Services
**IT Business Services
ING-DiBa AG**

Partner review

UNIQA

The decisive aspect for us was the option to first migrate our documents without any changes from ASF to DOPiX and then later set up a completely new, central solution.

For us there is nothing comparable on the market. The icon staff are always available for us – whenever we have questions, we get quick and knowledgeable answers.

Juergen Puhm
IT project leader

UNIQA Software-Service GmbH

LVM VERSICHERUNG

Thanks to the icon solution, we are producing customised contractual and customer documents thereby helping LVM meet its own high standards of customer service.

Another advantage of centralisation lies in time and cost savings due to postage optimisation, the batch printing of documents and the smaller number of staff required.

Ingo Knein
IT Organisation / CTV project

LVM Versicherung

IBM

We would like to strengthen our cooperation with icon and actively promote the use of icon Suite based on IBM technology," says Wieland Köbler, Director ISV Sales & Development Germany at IBM Germany. *„We are confident that companies from all industries, but particularly insurance companies and banks, can benefit from our cooperation and make their document processes more efficient.*

Uwe Seltmann, CEO icon Systemhaus, added:

"The experience gained during many projects shows that our customers have been able to improve their competitiveness and optimise their customer correspondence and document creation processes through the use of icon Suite."

Wieland Köbler
Direktor Independent Software Vendors (ISV)
Sales and Development

IBM Germany

We can support almost every language globally. As standard, internal system documentation is provided in English and German, supported as below:

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See how DOPiX can support your role and industry, check out icon-uk.net/sectors