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Lithe Digital Documents

Digitize mail and document-intensive processes to improve productivity, service and compliance

Introduction

Many business processes must gather, understand and share documents – yet, the level of automation in these document-intensive processes remains too low in most organizations. Lack of automation results in:

- No support for remote / at-home workers
- Slow workflow
- Poor customer experience
- Wasted worker time
- Inaccurate keying/re-keying
- Unreliable archiving / disposition

Digitization of documents solves these problems and delivers document-based information quickly and accurately to anyone who needs it, wherever they are.

Lithe Digital Documents is a purpose-built solution that creates digital images of inbound documents, sorts and distributes those documents, and extracts information automatically for use in business processing. Lithe transforms complex inbound processing into a highly efficient automated process, integrated to your current processes and systems. Even the high volume of paper and electronic information received by large corporations can be efficiently managed through Lithe's single document processing solution.

Lithe Digital Documents acts as a digital mailroom for your company or simply as a digital ingestion engine for key business processes such as claims, loans, applications, onboardings, and more.

Enable at-home and remote workers

Lithe Digital Documents equips at-home, remote and gig-agent workers to complete any business process that involves documents.
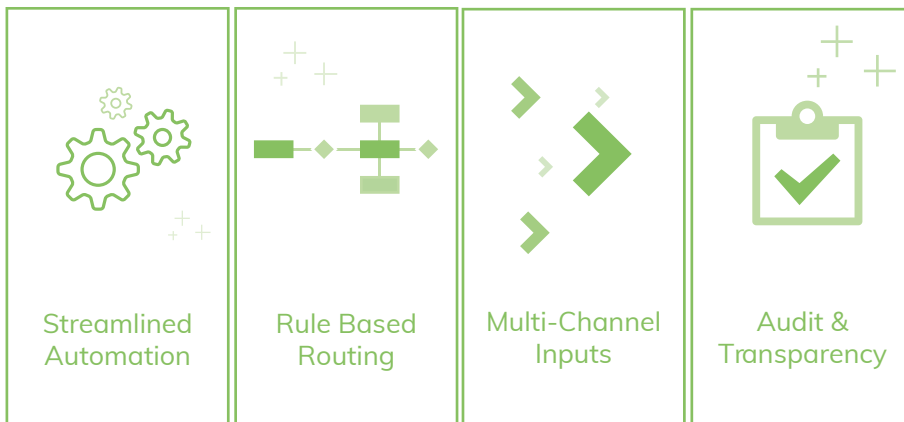
- Receive mail and documents digitally
- Allow business continuity
- Ensure secure, compliant remote work
- Access flexible talent pools
- Setup wtihin one week
- No software coding, no project

Key benefits

- **Work-at-home or remotely**

  Provides anytime, anywhere secure access to mail and documents. Only an internet browser is needed to access important documents and information. No software install.

- **Rapid roll-out**

  Lithe Digital Documents is available as a 100% cloud-based solution, allowing your digital mailroom and document processing to go live within hours via simple and fast configuration. No lengthy implementation project is required. Hosted and in-house implementation options are also available.

- **Digitized mail and documents**

  Remove paper, accelerate document-intensive processes.

- **Consolidated mail**

  Consolidate inbound mail and documents from multiple information channels, existing user applications, and input sources to enable successful completion of work.

- **Save time, cost & effort**

  Cut the need for expensive, time-consuming work currently required to receive, sort, distribute and process inbound mail and documents.

Solution overview

Lithe Digital Documents triages inbound streams of documents with advanced automation to create digital images of the documents, recognize and sort document types, extract key information, and route to the best person or system based on business rules and policies. The solution accepts multi-channel inputs, including paper mail, email attachments, portal submissions and more. And all steps in the digitization of documents are auditable and transparent.

Streamlined Automation	Rule Based Routing	Multi-Channel Inputs	Audit & Transparency

Intelligent automation for documents

Lithe Digital Documents ingests documents and information from multiple sources and runs it through pre-defined rules to automatically classify and extract data. Lithe leverages innovative digital transformation technology to automatically extract and validate information from incoming business mail in paper and electronic formats and distribute it to business process workflows. Embedded artificial intelligence continually improves the accuracy of document classification and extraction, reducing the need for exception management by human operators.

Lithe provides an extensive audit trail providing full transparency on all changes to document meta-data as well as a full audit history of who viewed what when. The solution integrates with leading document repositories and content services both on-premise and in the cloud.

Rapid roll-out

Lithe Digital Documents is a ready-made and fully secure cloud-based solution that can be implemented and live in your organisation within just days! There is no software to deploy as the entire user experience is delivered via internet browser. We also provide a tablet and mobile interface so workers who are remote or working-at-home can interact with important documents and data anytime, anywhere.

About Lithe

Lithe transforms business through intelligent automation. Lithe Intelligent Automation is a cloud-based BPaaS (Business Process as a Service) platform that streamlines document-intensive business processes to reduce manual work and errors, minimize costs, increase productivity and improve customer engagement. Lithe Digital Documents, Lithe Invoices and other solutions leverage our BPaaS platform to address common business challenges.

Key features

▶ Pre-configured capture processes for classifying and extracting data from inbound mail and documents.

▶ Set-up achieved in a matter of hours via built-in configuration options.

▶ Intelligent routing to people and teams, with SLA measurement and built-in escalations.

▶ Comprehensive security model ensuring only authorised users can view or change mail or documents.

▶ Full audit trail, including all changes made, document views and interactions.

▶ Support for disposition rules based on document type, ensuring content is deleted, exported or retained as required.

▶ Differentiate between live mail items, and archived items.

▶ Intelligent search feature to find specific content.

▶ Prioritise content by type to ensure order of processing reflects urgency and importance.

▶ Link documents to a case and ensure all documents are managed together.

▶ Cloud-based technology. Hosting options also available.

▶ Easily branded and themed for distinct look and feel.

▶ Google Angular user interface, analytics and collaboration features.

▶ Pre-built integration with ECM, CRM and Email (Exchange) for rapid deployment.

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