

## Group 1 Streamlines Insurance Processes: DOC1® On-Demand Provides Real-Time Document Generation for Centris AG Clients

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– Patrick Jaeggi, Manager of Output at Centris AG

Centris AG, a leading provider of IT solutions to the Swiss healthcare and personal accident insurance industries, has selected Group 1 Software’s DOC1 On-Demand Edition to provide real-time, personalized, onsite document generation capabilities for insurance clients.

Centris AG will implement DOC1 On-Demand as part of its Swiss Health Platform (SHP), a new solution for healthcare and personal accident insurance providers, starting in 2007, which will provide a business process-oriented solution for managing standardized information for the Swiss healthcare market using a single platform. Through the SHP, Centris AG will obtain raw data via an XML interface and incorporate it into documents for batch processing. The addition of DOC1 On-Demand to the SHP will enable Centris AG to further expand its portfolio to include real-time, onsite document generation.

“With DOC1 On-Demand, we are able to enlarge and improve our service portfolio for customers in the insurance field,” said Patrick Jaeggi, Manager of Output at Centris AG. “Using a Web client, our customers can generate documents, such as templates, forms, preprints, contracts, etc., in real time by filling in the necessary customer-relevant data. The document is then immediately available as a PDF. For organizations, this results in significant financial and time-efficiency benefits. During a consultation, they can directly print out and present their customers with the documents on the spot, or send them electronically.”

“Organizations have realized that efficient and improved customer communication can generate cross-sell and up-sell opportunities and save costs, simultaneously,” said Jochen Razum, Managing



Director at Group 1 Software in Munich. “At Group 1 Software, we always try to provide solutions that meet individual customer needs. We are pleased that our solution supports the clients of Centris AG with regard to simplifying and improving their customer communication.”

DOC1 On-Demand is a scalable and resilient Web service deployment of Group 1 Software’s document generation engine for real-time creation of variable content and customized documents in support of customer-facing applications. Using a Java 2 Enterprise Edition (J2EE) compliant, service-oriented architecture (SOA) platform, DOC1 On-Demand delivers real-time documents through multiple channels, including back and front-office applications, branch networks, customer support centers, the Web and email.



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### About Pitney Bowes Group 1 Software

Pitney Bowes Group 1 Software turns data into results, providing innovative software solutions that enable our clients to better understand and connect with their millions of customers, prospects and partners. Group 1 helps over 3,000 organizations maximize the value of customer data to improve profitability, increase effectiveness and strengthen customer relationships, through consolidating, cleansing and enriching corporate data, and generating personalized business documents for multi-channel delivery, customer care and efficient business processing. Our comprehensive Customer Communication Management (CCM) solutions span from database to delivery, adding value to every aspect of communication and allowing clients to integrate intelligence throughout their mailstream.

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