

Description of Services

SmartInfo Sweden AB

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Background

Smartinfo was founded in 2001 and has, since its beginning created services for digitization, efficiency and automation of processes related to incoming information.

Our focus is on offering qualitative and complete solutions to improve and simplify your processes around incoming information. Our solutions create structured, searchable and traceable information which will reduce your workload. Our philosophy is that it should be as easy to save and locate information regardless of its native format; paper, e-mail or a computer file. Our services are easy to understand and use. They require neither long training nor numerous hours for adaptation.

We are an independent Swedish company with our own in-house developed platform where all customer data is stored on servers located locally. Our customers comes from both the public and private sectors, including banks, stockbrokers and insurance companies, which has set the bar for our security level. Our customers are organizations who want to focus on their core businesses and not on the processes realtated to the information needed to feed their business systems. This is where Smartinfo can make a difference here!

Some of our current customers:



Our smart solutions, the short version

smartinfo

smartscan

smartmailroom

smartarchive

smartcontract

smartmanager

smartflow

1

SmartScan

Scanning, interpretation and verification with simplified physical archiving

2

SmartMailRoom

you redirect your post to us, we scan it and deliver it digitally

3

SmartArchive

an e-archive that can be used as a "near archive" for regular access or for final storage of information in long-term storage format such as PDF/A-1b

4

SmartContract

cloud-based contract management with access control, rights control, templates and reminders

5

SmartManager

cloud-based document management with numerous smart functions including version control

6

SmartFlow

digital case management of all incoming tasks with free-text search and traceability

SmartScan

Scanning and interpretation of forms, proformas, surveys, contracts etc.

We assist in digitising and the automatic processing of incoming information. Like robotisation, incoming forms can be classified, interpreted and automatically transfer information to receiving systems. If the information transfer requires quality assurance, this is best accomplished in our workflow.

Smartinfo has more than 15 years' experience in qualitative and secure interpretation of hand-written forms and pro formas. Examples of documents that we interpret are coupons, questionnaires, surveys, order forms, autogiro applications, fundchanges and applications.

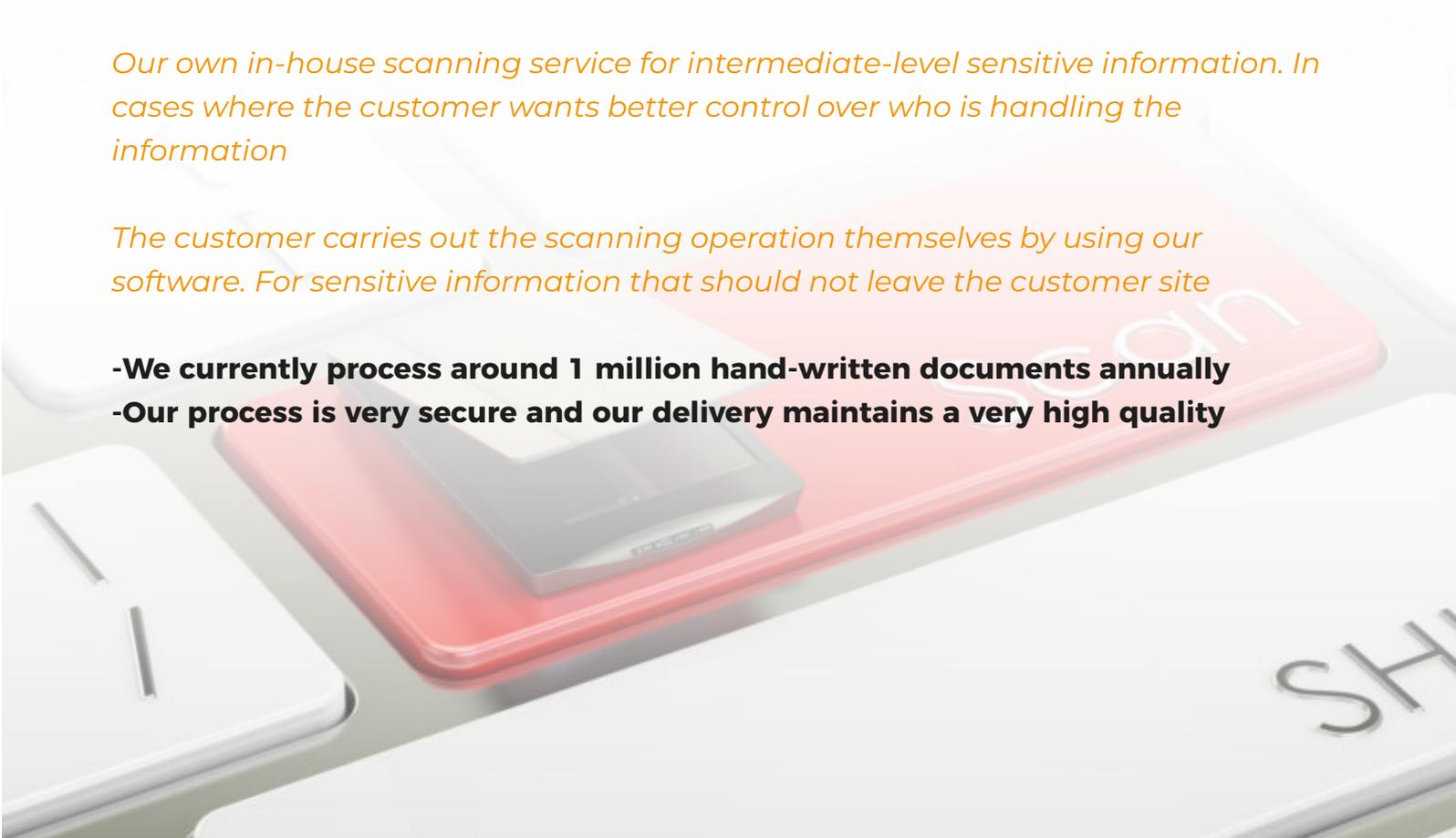
We can offer scanning services in three levels:

Scanning via service partner, when the information is less sensitive

Our own in-house scanning service for intermediate-level sensitive information. In cases where the customer wants better control over who is handling the information

The customer carries out the scanning operation themselves by using our software. For sensitive information that should not leave the customer site

- We currently process around **1 million hand-written documents annually**
- Our process is very secure and our delivery maintains a very high quality



SmartMailRoom

Get your analogue post digitally

If you choose our Mailroom solution you re-direct your regular post directly to us. This can cover all types of post (forms, proformas, letters, invoices, bills, etc) or selected forms where the reply mail address goes to us. Regardless of type, we open, sort, scan them with SmartScan and digitally deliver them to you in the desired format. We can also translate and classify the information if necessary. Documents with legal requirements to be saved is transferred to archive boxes. Other documents are destroyed in a secure manner.

SmartArchive

Information directly accessible when you need it

SmartArchive is a modern and flexible e-archive that follows the principles and specifications for the functional division of interfaces, components and information packaging for archive processing in compliance with the OAIS model. The archive can be used both as a "near archive" for information used more or less regularly, or for final storage of information in a long-term storage format. SmartArchive can receive, store, manage, re-search and retrieve electronic documentation, cases, archived objects and associated metadata so that they can be stored and processed in compliance with defined, current legislature.

All documents becomes searchable through the metadata that the customer has decided that the documents should be classified by. We also OCR-intepretation documentation so that it can become free-text searchable by words in the document.

SmartArchive has functionality for defining rules for deletion, and to carry out automatic removal of metadata and archive objects. Automatic revmoval involves planned and permanent destruction/erasure. There is also an opportunity to grant rights and privileges to selected users to carry out manual removal of metadata and of archive objects.



Archive conversion

backlog/digitisation

In most businesses you still receive or keep documents in paper format and in other analog formats that may need to be digitized to preserve the material for the future. By digitizing the analogue archive, documents can be made accessible for those who work within the business and, when required, other interested parties as well as the public.

Digitising archives is one area where we have leading-edge expertise and can offer professional solutions for both small and large businesses. When you use our services you gain access to professional equipment and personnel with experience converting documents into sustainable digital formats with the relevant metadata which makes the material searchable and more easily accessible for various types of use cases. We can also help out with archive conversions that aside from documents also contain drawings and microfiche material.

In order to ensure that the digital documents created are sustainable for the future, we save the material in format(s) that are following international archiving standards. One example of this is the format PDF/A which is also ISO-standardised and offers the same benefits and advantages as regular PDF files concerning storage of text and images.

Reading older documentation that has been scanned can sometimes be a challenge. Neither is it optimal or practical to zoom in and out of images when viewing them on a small screen. In such cases OCR is an excellent complement for the text to be more easily accessible. It enables full text search and can easily be formatted to fit different screen resolutions and sizes. When converting archives, both machine-written and hand-written documentation can be read and converted to digital format.

Digitising the archive material instead of only storing it in analogue format has a number of advantages:

- Improved searchability, quick and easy
- Accessibility through several devices
- Protects the original documents
- Can replace the original documents
- Better integration with existing systems



SmartContract

Simplifies the administration of your contracts/agreements

SmartContract is a contract management system which covers all normal types of contracts and agreements. Access to the contracts can be set at the level of department, group or individual in order to limit unauthorised access to sensitive contractual information at the same time as allowing fast and easy access to the contracts or agreements.

Processing and management of contracts and agreements can be time-consuming and if not correctly carried out can prove costly. It is, for example, common for organizations to miss the opportunity to re-work or terminate contracts and agreements before they are automatically renewed.

SmartContract gives a complete overview of all the organization's contracts, with the administrator of the contract being reminded when a contract is about to expire, and consequently has the opportunity to renegotiate or terminate the contract concerned.



SmartManager

Cloud-based document processing with smart functions

Many organizations have problems organizing their internal documents, and at the same time being able to offer a simple and versatile solution for collaboration between employees. In recent years cloud-based solutions have become increasingly more popular, but in many cases they do not offer the security, flexibility and control that the company wants to achieve, or they prove difficult to work with.

Our stand-alone cloud-based information system, SmartManager, helps by organizing all types of digital documentation at the same time as it is easy to work in, flexible, safe and easy to implement.

SmartManager offers a number of advantages and benefits in order for employees to work faster and more efficiently in their daily work:

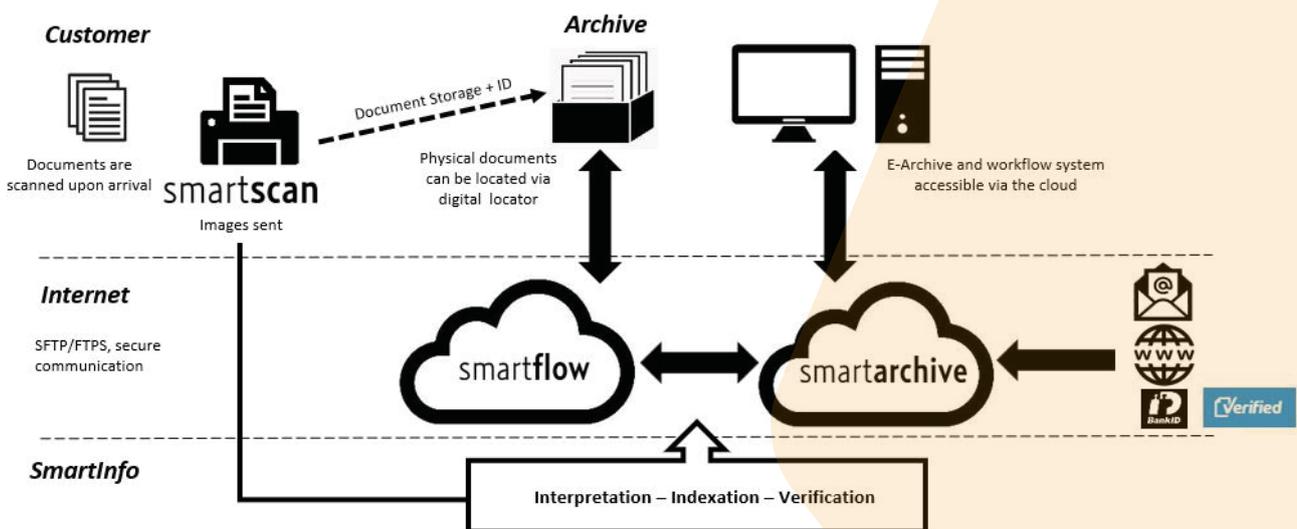
- The person responsible for information processing can create their structure and lock it so that everyone follows the same structure, which makes it easier for everyone to find documents.
- You can control the right to access the documents and the right to make changes in or erase documents
- You can drag-and-drop documents straight into the system
- Documents can be marked as favourites for ease of access
- It is possible to put reminders on documents
- SmartManager offers version control with version history to enable the possibility to return to previous versions of the document
- Full free-text search that also searches inside frequently-used document types
- Full traceability for everything that is done in the system, including who, what and where (which computer)

SmartFlow

Workflow and case management

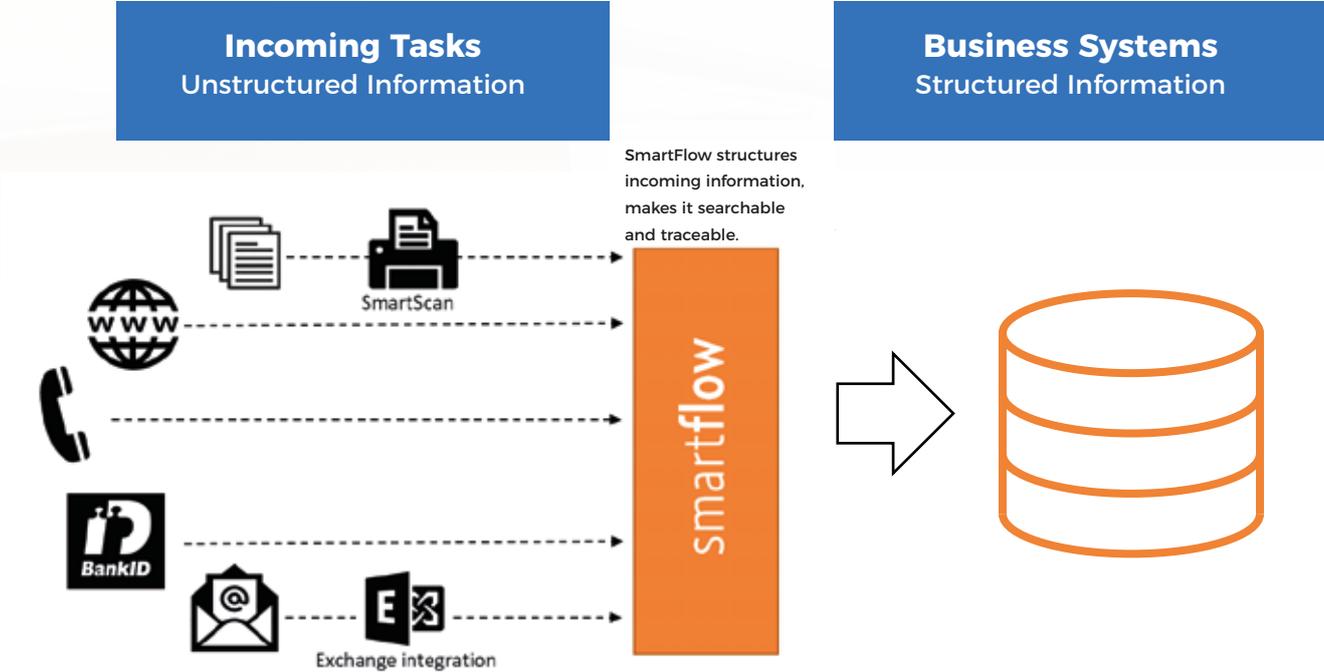
Information that is intended to support the business arrives at organizations in many different ways and in many formats. In many cases this creates islands of information that make it difficult to get an overview of what needs to be done, what has already been done, by whom and when. Our solution is to gather all incoming tasks in our workflow system, SmartFlow, and all associated documents in the underlying E-archive. This provides a good overview of all tasks to be processed, that they are done in time, what is done is documented and that nothing is forgotten. Furthermore, it grants direct access to underlying documentation regardless of whether it has been generated digitally in the form of web forms, electronically signed documents and e-mail, or analogue formats in the form of forms or letters.

Workflow



Support for facilitating GDPR requirements.

SmartFlow also facilitates for organizations that process personal data to meet the GDPR requirements as unstructured information becomes structured and searchable in a system with full traceability. All the applications in our platform include opportunities to set specific access rights and privileges for various user groups and offers full traceability in everything done across the platform, which includes who, what and where (which computer).



If this is of interest to your organization, we would be happy to meet with you to discuss how we can assist you in making your information flows more efficient.

We look forward to a constructive discussion!

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