



# The Ultimate Guide to Document Automation

Automate Critical Processes with Care and Precision

Contract for a New Loan

BORROWER LOAN DELIVERY

**Loan Information**

Currency *	Amount *
USD	300000

Agreement Date *	Number of Years *	Number of Installments *
01/22/2024	30	360

First Payment Date *	Repayment Date *	First Interest Date *
01/22/2024	01/22/2054	01/22/2024

Prepayment

☒ Allow prepayment

Interest per Annum (%) *	Arrangement Fee (%) *

Drawdown Amount *	Drawdown Date *
	mm/dd/yyyy

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# The Ultimate Guide to Document Automation

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*Document automation software has changed the way businesses across every industry communicate with customers, suppliers, and employees. As inefficient manual processes give way to the flexibility, time saving, and reliability of automated software solutions, it can be daunting to figure out what systems and tools provide the best fit for your organization. This guide will help you navigate the ins and outs of document workflow automation and make a decision that will result in best return on your investment.*

## What Is Document Automation?

The most basic definition of document automation is using automated tools and software to create, process, and distribute documents either internally or externally. To go deeper, automated document solutions allow a business to pull data and content from a variety of sources, and then enter that data in pre-designed, customizable document templates. That makes it easy for an organization to quickly and accurately assemble even complex documents in a fraction of the time that manual processes would require.

Automated document creation software is also designed to integrate with existing enterprise systems. This allows your business to pull data easily from any internal source, while eliminating tedious and repetitive tasks that take up time and create a greater risk of human error.

It also makes it simpler for your team to make edits and adjustments to documents without having to rely on support from your IT department.

Take a look at this handy explainer video to follow one worker's journey from complex manual document processes to the speed and ease of automation.

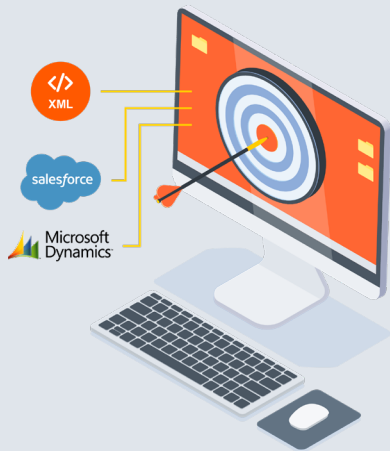
## How Does Document Automation Work?

Document automation works by using software solutions to assemble frequently used documents rather than relying on manual processes. Typically, that means using tech tools to pull data directly from a variety of source materials and automatically enter that data into pre-set document templates.

An automated document processing solution with optical character recognition (OCR) can scan sources such as online databases, emails, or PDF forms, as well as scans of physical documents for key data. That data is then extracted and input to form fields within your document template. Document automation software also streamlines the processes of routing, approving, and distributing documents, replacing time-consuming manual tasks with automatic functions that boost the speed and accuracy of your document production.

## 1. Design your document template

A template library is a single, central repository that ensures that key company assets such as logos, branding elements, and document fragments stay consistent across all communications. If changes or updates are needed, those elements can then be automatically updated across multiple templates. A user-friendly visual design tool allows even less tech-savvy business users to adjust documents quickly and without IT help.



## 2. Render the document

Your automated document generation software begins the process by aggregating and transforming data from one or more sources. Those sources might include customer portals, databases, XML streams, and any packaged or proprietary business applications. Communications can be personalized using an embedded interface before the final data set is mapped to a defined template.

## 3. Assemble the document

Document workflow automation software allows your team to access a variety of documents and assets across multiple locations within your organization, including logos, branding, and reusable chunks of content.

After those documents have been retrieved, they can be compiled into a single, combined asset and prepared for distribution.



## 4. Deliver the document

When all documents and assets have been combined into a single output, your communication can be delivered via the channels your business or your customer most prefers. That might include email, SMS messaging, social media messages, or even traditional print documents. Your communications will stay consistent and accurate across all channels.



# Why Is Document Automation Software Important for Businesses?

Businesses are sometimes reluctant to make the upgrade to automation because they believe that their current, manual processes are good enough to keep getting by. That mindset does your organization a disservice by leaving time and money on the table and creating unnecessary work for your team. A few of the ways automation directly benefits your business include:

- **Improved Customer Experience** – Automated document creation software improves customer relationships by ensuring that your communications are accurate and consistent in their branding and messaging. Smart documents and self-service portals empower customers to tailor their experience to their specific needs.
- **Enhanced Compliance and Security** – In highly regulated industries, maintaining compliance using manual processes can be a real challenge. Automation ensures that your documents are created accurately and consistently every time, while cloud-based storage keeps confidential data and personally identifiable information safe and secure.
- **Higher Productivity** – Creating, processing, and distributing documents using outdated manual processes involves a lot of tedious and repetitive tasks that can contribute to employee burnout. Automation takes those tasks off of employees' plates, allowing them to focus on tasks and projects that make better use of their skills.
- **Streamlined Operations** – Manual processes waste a lot of time and resources — studies show that the average office worker generates about 10,000 wasted sheets of paper every year, for example. Automation eliminates much of the waste and ensures that every document is processed efficiently and on time.
- **Less Time Wasted** – Document creation and distribution takes time, and even more so when tasks are being handled manually. Studies estimate that automation cuts the time employees spend preparing documents by more than 80%, ensuring that customers receive important communications on time, every time.

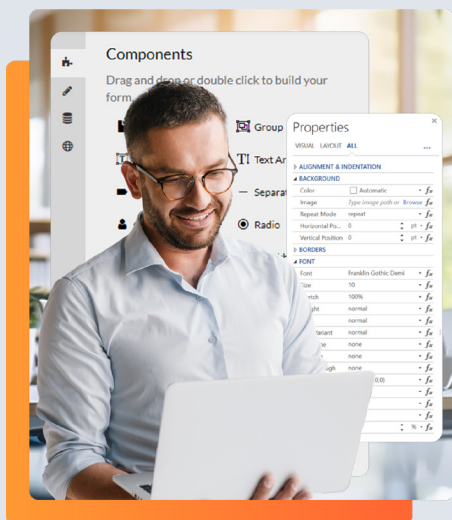
## Key Challenges Document Automation Solves

Every solution requires a problem, and document automation solutions address a number of them. Outdated and inefficient methods of creating and distributing documents put an undue burden on your team, creating extra work and more issues that eat up time and resources, such as:

- **Human Errors** - More human touch points equal more risk of human errors, each of which requires time and resources to correct. Document automation sharply reduces the room for human error and makes it easier to identify and correct mistakes when they do occur.
- **Time-Consuming Processes** - Creating, routing, and delivering a single document can take a lot of time using manual processes — sometimes as much as half of an employee's work hours. Document automation cuts that time significantly, allowing your teams to focus on more productive tasks.
- **Compliance Issues** - Maintaining compliance with government regulations, industry standards, and internal policies can be a real challenge using outdated solutions and manual processes. Document automation helps ensure that every communication is in line with all necessary standards and provides visibility into your system to correct issues that do arise.

- **Lack of Collaboration** - As workplaces change and remote and hybrid work models become more common, collaborating on document creation becomes all the more challenging. An automated document solution makes it simple for teams and external stakeholders to collaborate from any location.
- **Lack of Flexibility** - Outdated document creation processes make it difficult to make changes, correct errors, or add personalized messaging without involving your IT team. Automated document processing gives even non-tech users the flexibility to make needed changes and tailor messaging to specific audiences.

## The Main Features of Document Automation Software



### Centralized Template Management

Unlike manual systems that often spread document creation across multiple departments and channels, an automated system with centralized controls provides your business with a single, easily accessible source of truth for document processing.

### More Flexible Document Workflows

Even complex document workflow management tasks can be automated, from the initial design of documents to their final assembly to distribution to collecting and aggregating data analytics. A workflow management system makes it easy to define participants and configure processes to meet specific customer needs.

### Configurable for Business Users

A document creation and processing solution that is too complex to operate without extensive training creates silos of information within your organization. Automating document management makes it easy for even non-technical employees to make adjustments and gather insights from your document process.

### Data Integration from Multiple Sources

Document workflow automation tools can instantly pull data from all of the sources your business depends on. This allows you to directly populate reports and documents with data pulled from websites, PDFs, xml, databases, and cloud storage, with no manual data entry required.

### Deeper Editing Visibility

Document automation software with a visual design tool provides deeper visibility into your editing process. Side-by-side displays allow your team to compare changes without switching between screens, making it easier to identify errors and inconsistencies across multiple platforms.





## Operations

Your operations team benefits from the overall boosts in speed, efficiency, and accuracy that come with document automation software, especially when it comes to collaboration. A cloud-based document management system makes it simple for teams to work collaboratively, whether onsite or working remotely. Sharing electronic documents using secure links and encryption ensures that you're creating consistent, brand-appropriate messaging that can be automatically routed for all necessary approvals.

## Business Users

One of the biggest benefits of document automation is how much easier it makes document creation and distribution for business users who may be less tech-savvy. Empowering a wider base of users has benefits in every industry, including:

- **Banks and credit unions** – Member services can employ automation to generate account statements, financial documents, and personalized communications for each stage of the customer or member journey.
- **Healthcare** – Creating a consistent system for distributing onboarding letters, privacy policies, patient registrations, visit summaries, explanation of benefits, and other key documents creates a more fulfilling and supportive patient experience.
- **Insurance** – The accuracy and consistency of document automation makes it easier to stay in compliance with regulations and policies related to policy documents, consumer disclosures, reimbursement communications, privacy notices, and other key documents.
- **Manufacturing** – Manufacturing and logistics businesses benefit from document automation via faster, more accurate, and easier-to-record production and packaging documents, such as pallet labels, product labels, and shipping documents.



# 10 Benefits of Using Document Automation Software

## 01 ERROR-FREE PROCESSING OF DOCUMENTS

The more human touch points involved in document processing, the higher the risk of human error. Automated document solutions eliminate or sharply reduce the need for error-prone manual processes such as data entry, routing documents for approval, and collecting signatures. If errors or exceptions do occur, an automated system provides deep visibility into your process, allowing you to easily pinpoint the source of the issue and eliminate similar problems in the future.

## 02 MORE FLEXIBILITY AND SCALABILITY

Your organization's document needs are constantly changing. Meeting those evolving needs requires a system that can adapt and scale quickly to keep pace. When you automate document creation and distribution, you make it much easier to automatically scale to match fluctuating timelines, volumes, and demands. That keeps your business operating at maximum productivity while also saving money that might be wasted on unnecessary document processing.

## 03 SIMPLE BUILDING OF COMPLEX DOCUMENTS

By automatically and instantly pulling data from a wide variety of sources, document workflow automation makes it easier and faster to create impactful documents. A document automation solution including a library of reusable content fragments allows your business to make quick adjustments and personalizations. That helps you deliver communications tailored to each customer or vendor's specific needs.

## 04 RELIABLE COMPLIANCE

Compliance violations are a constant concern for every business, particularly those in highly regulated or frequently changing industries. Document automation software eliminates much of the risk of human error and makes it simpler to create processes and timelines that maximize compliance with both government regulations and company policies. Automation also provides stronger security for personally identifiable information, lowering the risk of cybercrime. A document creation system also makes it easier to communicate rules and policies to both employees and vendors.

## 05 CONSISTENT COMMUNICATIONS ACROSS CHANNELS

A manual document creation system leaves too much room for inconsistent experiences as users move from channel to channel. Document automation ensures that messaging, logos, and key brand elements stay consistent no matter what channel your customers prefer.

## 06 MORE RESILIENT WORKFLOWS

Unlike manual processes that rely on individuals to perform tedious and repetitive tasks, automated document creation ensures that each task is completed perfectly every time. An intuitive software solution helps to futureproof your business by making it simple for new users to step into a role with minimal training required. Giving a broader range of employees control over those functions creates a flexible and resilient back-up system of employee knowledge.



## 07 GOING PAPERLESS

Paper documents are a remarkably inefficient way of doing business. They're costly to produce, they take up a lot of physical space, they require external equipment that needs to be maintained, and they create a sizable environmental footprint. Document automation solutions make it easier to go green while also freeing up space, making data easier to locate, eliminating the risk of damage from fires, floods, and accidents.

## 09 ENHANCED PERSONALIZATION

In surveys, 76% of customers say that personalized communications make them more likely to continue doing business with an organization. Document automation makes personalization fast and easy. A rich library of templates and reusable content fragments allows you to tailor documents to meet the needs and preferences of specific customers and target audiences while keeping logos and brand assets consistent across all documents and channels.

## 08 ENHANCED SECURITY

A document automation system with cloud-based storage creates a more centralized and secure storage solution for your customers' and vendors' personally identifiable data, as well as your organization's internal documents. Having data spread across multiple channels in multiple departments increases the risk of data theft and fraud from both external and internal actors. In an era of rampant cybercrime, secure, consolidated cloud controls offer greater security.

## 10 MORE SMART DOCUMENT FEATURES

Automated document creation software allows you to make the most of your interactive documents by embedding video and audio files, generating hyperlinks and clickable buttons, incorporating image galleries and PDFs, and more.

Error-free Processing of Documents

More Resilient Workflows

More Flexibility and Scalability

Going Paperless

Simple Building of Complex Documents

Enhanced Security

Reliable Compliance

Enhanced Personalization

Consistent Communications Across Channels

More Smart Document Features

# A few Examples of Industry-Specific Documents that Can Be Automated

The types of documents you create using document process automation will vary depending on your industry and your business goals, but there are some organizations that will see benefits more quickly than others. Here are a few key examples of the types of documents industries can create and distribute more easily using automation.

## FINANCIAL SERVICES

### Investment Policy Statements (IPS)

Investment policy statements (IPS) outline general rules that financial services workers such as portfolio managers need to follow while working with specific clients. Automated document creation helps to ensure that branding, formatting, and tone remain consistent across every IPS while also allowing enough flexibility and customization to ensure that every customer receives the kinds of personalized communications that working relationships are built on.

#### INVESTMENT POLICY STATEMENT

##### 1. INTRODUCTION

The [COMPANY NAME] Fund (hereinafter referred to as the "Fund") was created to provide perpetual financial support to [COMPANY NAME] (the "Institution" or "Company"). The purpose of this Investment Policy Statement is to establish guidelines for the Fund's investment portfolio (the "Portfolio"). The statement also incorporates accountability standards that will be used for monitoring the progress of the Portfolio's investment program and for evaluating the contributions of the manager(s) hired on behalf of the Fund and its beneficiaries.

##### 2. ROLE OF THE INVESTMENT COMMITTEE

The Investment Committee (the "Committee") is acting in a fiduciary capacity with respect to the Portfolio and is accountable to the Board of the Company and to the Executive Committee for overseeing the investment of all assets owned by or held in trust for the Portfolio.

- This Investment Policy Statement sets forth the investment objectives, distribution policies, and investments that govern the activities of the Committee and any other parties to whom the Committee has delegated investment management responsibility for Portfolio assets.
- The investment policies for the Fund contained herein have been formulated consistent with the Institution's anticipated financial needs and in consideration of the Institution's tolerance for assuming investment and financial risk, as reflected in the majority opinion of the Committee.
- Policies contained in this statement are intended to provide guidelines, where necessary, for ensuring that the Portfolio's investments are managed consistent with the short-term and long-term financial goals of the Fund. At the same time, they are intended to provide for sufficient investment flexibility in the face of changes in capital market conditions and in the financial circumstances of the Institution.
- The Committee will review this Investment Policy Statement at least once per year. Changes to this Investment Policy Statement can be made only by affirmation of a majority of the Committee, and written confirmation of the changes will be provided to all Committee members and to any other parties hired on behalf of the Portfolio as soon thereafter as is practical.

##### 3. INVESTMENT OBJECTIVE AND SPENDING POLICY

The Fund is to be invested with the objective of preserving the long-term, real purchasing power of assets while providing a relatively predictable and growing stream of annual distribution in support of the Institution. For making distributions, the FUND shall make use of a total-return-based spending policy, meaning that it will fund distributions from net investment income, net realized capital gains, and proceeds from the sale of investments.

INVESTMENT POLICY STATEMENT SAMPLE

1 of 12



#### HealthCo Summary Notice for HealthCo (Hospital Insurance)

The Official Summary of Your HealthCo Claims from the Centers for HealthCo & Medical Services

Rosie Cornejo  
3336 Rocket Drive  
Minneapolis, MN 55410

THIS IS NOT A BILL

##### Notice for Rosie Cornejo

HealthCo Number: UL321659  
Date of This Notice: July 18, 2011  
Claim Processing Period: March 25-June 15, 2011

##### Your Claims & Costs This Period

Did HealthCo Approve All Services? Yes  
See page 2 for how to double check your claim  
Total You May Be Billied: \$206,250  
Sent to your Supplemental Insurance? Yes  
Carefirst BCBS

##### Your Deductible Status

Your deductible is what you must pay each benefit period for most health services before HealthCo or your other insurer begins to pay.  
HealthCo Deductible: You have now met your \$3,487 deductible for inpatient hospital services for the benefit period that began 27-Aug-12.

##### Be Informed!

Register at [www.myhealthco.com](http://www.myhealthco.com) for direct access to your original HealthCo claims, track your preventative services and print an "On the Go" report to share with your provider. Visit the Web site to sign up and access your personal HealthCo information.

##### Facilities with Claims This Period

June 18, 2011 - June 30, 2011  
Susan Jones, M.D.  
June 28, 2011  
Walter E. Bruno, M.D.  
June 29, 2011 - June 30, 2011  
Kim S. Kardashian, M.D.

SAMPLE ONLY

## INSURANCE

### Explanation of Benefits (EOB)

In the insurance industry, claims processing documents are crucial for making sure customer claims are paid accurately and efficiently. That often requires pulling data from a variety of sources and comparing sources against each other to ensure that the data is correct, a process that can take up a great deal of time and resources when handled manually. Document process automation eliminates much of that tedious work by automatically extracting relevant customer data and automatically comparing and confirming its accuracy using a three-way matching process.

## MANUFACTURING

## Packing Slips

Packing slips are vital documents in all kinds of manufacturing and logistics businesses. A packing slip lists all necessary information about all items, materials, and packages included in a shipment so that all parties can confirm that the shipment is complete. By automatically pulling data from multiple sources and routing the completed form for approvals, your software system greatly reduces the time it takes to create a packing slip while also eliminating the risk of human errors that can slow down the process.

**Packing Slip**

Company logo can be placed here.

**COMPANY NAME**

1 **Order Date:** 00/00/0000  
**Order ID:** 12345  
**Shipped Via:** DPD etc.  
**Tracking Number:** 1234ABCD

7 **Your Company Name**  
 Address line 1  
 Address line 2  
 City, Postcode  
 Phone: 1234 567 890

8 **Customers Company**  
 Billy Buyer  
 Customer Name  
 Address line  
 City, Postcode

Order Date	Order #	Purchase Order #	Customer Contact
00/00/00	12345	PO34759	Purchasing Dept.

Description	Qty	Unit	Unit Price	VAT %	VAT	Total
Item	00	pcs	\$ 00	00 %	\$ 00	\$ 000
Item	00	h	\$ 00	00 %	\$ 00	\$ 000
Item	00	pcs	\$ 00	00 %	\$ 00	\$ 000
Item	00	h	\$ 00	00 %	\$ 00	\$ 000
Item	00	pcs	\$ 00	00 %	\$ 00	\$ 000
Item	00	h	\$ 00	00 %	\$ 00	\$ 000
Item	00	pcs	\$ 00	00 %	\$ 00	\$ 000
Item	00	h	\$ 00	00 %	\$ 00	\$ 000
					Sub Total	\$ 000
					Total VAT	\$ 000
					Total amount due	\$ 000

2 **Barcode:** 1234567890  
 0 001234 5678912

9 **Footer:** Lorem ipsum is simply dummy text of the printing and typesetting industry. Lorem ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

www.companyname.com

## MY AFTER-VISIT SUMMARY

Name: Name Surname Date of Birth: MM/DD/YYYY  
 Date: MM/DD/YYYY  
 Doctor/Clinician: Dr. Name Surname  
 Reason for my visit: Lorem ipsum is a dummy text  
 We also discussed: Lorem ipsum is a dummy text

Company logo can be placed here.

COMPANY NAME

Dr. Name Surname  
 Internal Medicine  
 123-456-7890

## Dr. Name Surname's Notes from today's visit

- Lorem ipsum is simply dummy text of the printing and typesetting industry.
- Lorem ipsum is simply dummy text.
- Lorem ipsum is simply dummy text of the printing and typesetting industry. Lorem ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

## MY DO-TO LIST

- ☐ Schedule mammogram at Company Name, 123-456-7890
- ☐ Make appointment to return for follow up around Month DD/YYYY (6 months from today) 123-456-7890
- ☐ Make appointment for repeat blood test for TSH April-May, YYYY1-2 months from today) Lab:123-456-7890
- ☐ Begin treatment with new medication
- ☐ Stop smoking and limit alcohol to no more than 12 oz bright light/oz screen right before bed at the end of the night.
- ☐ Call DRS Office if fatigue is not resolving

## FROM TODAY'S VISIT

Allergies: n/a

Height: 000.00

Weight: 000 lb

Temp: 00.0

BP: 00/00

Pulse: 00

Respiration: 00

Cut this out and keep it with you

Name Surname

My medication as of MM/DD/YYYY

- Lorem ipsum is simply dummy text of the printing and typesetting industry.
- Lorem ipsum is simply dummy text.

My resources: CompanyName.com/NS1234

## HEALTHCARE

## After-Visit Summaries

An after-visit summary is an important healthcare document that provides a record of what has been discussed between a care provider and a patient, including lists of medications, prescription orders, reminders of follow-up appointments, and more. Automated document creation helps build more useful after-visit summaries by allowing patients to enter and update their own information using smart documents, creating an empowering and more accurate patient experience.

To see more examples,  
**Schedule a Personalized Demo at:**

[www.mhcautomation.com/demo](http://www.mhcautomation.com/demo)

# Choosing a Document Automation Platform

What technology to look for when deciding on your document automation platform depends largely on your business needs and your industry. Some businesses require more robust features than others, but this set of features should be essential to most organizations.

## ANY-PREMISE HOSTING

Look for a document management system that can be deployed in any environment, including onsite, via a hosted service, remotely via cloud, or a hybrid of these.

## ADVANCED AND FLEXIBLE INTEGRATION CAPABILITIES

Any worthwhile document automation solution should integrate easily and seamlessly with your existing business systems and be able to scale and grow along with them.

## WEB FORM CAPABILITIES

Being able to generate interactive, easy-to-use web forms to collect important customer data helps your business empower customers while also reducing data entry tasks for your team.

## USER-FRIENDLY SOFTWARE FOR NON-IT USERS

Relying on the IT department to make necessary changes and edits to your documents is a slow and time-consuming process. A document automation platform should include no-code, user-friendly controls that allow all business users to make those adjustments.

## OMNICHANNEL DOCUMENT DISTRIBUTION FEATURES

Document automation software comes with omnichannel communications, which allow you to seamlessly communicate via email, SMS messaging, print, or any other channels your customers prefer, keeping branding and content consistent across smartphones, tablets, and PCs.

## EXPERIENCED AND LOCAL PROFESSIONAL SERVICES

Getting the most out of your document automation platform requires a personal touch. That calls for a professional services team that knows your industry and local regulations, can guide implementation on your schedule, can ensure that integration, workflow optimization, and other configurations meet your precise needs.



### SMART DOCUMENT CAPABILITIES

Today's customers expect an interactive and engaging experience. Document automation makes it easy to build interactive smart documents with embedded video and audio files, clickable buttons and hyperlinks, PDF forms, and photo galleries.

### REPORTING AND INSIGHTS

Automated data analytics tools make it much easier to generate instant reports that help your team find deep insights into inefficiencies, opportunities, and alterations to your document workflow process.

### RELIABLE SCALABILITY

As your business needs evolve, so do your document production needs. A system that can automatically scale to match changes in volume, timelines, and schedules is essential to providing your customers with the service they need when they need it.

### CUSTOMIZABLE TEMPLATES

A template library that allows customization helps to increase flexibility and personalization while also keeping branding consistent and following your industry's best practices.

### TEMPLATE LIBRARY

A rich library of customizable templates, including reusable content fragments and brand assets, makes producing documents quicker while also ensuring that your communications are on-brand and relevant to your industry and use cases.

**MHC NorthStar CCM:**  
**Where Communication Meets Automation**  
*Contact Us Today to Transform Your Customer Communications!*



866.259.1158



info@mhcautomation.com

