

# *Simplify* and move forward

 Interpreter

# Supercharge your correspondence

with  **Interpreter**

## Introduction

Communication plays a vital role in the Government sector. Customers expect timely and transparent access to officials and representatives when they have issues or concerns.

Interpreter transforms communications. It's a fully automated correspondence processing system, designed to keeping the information flow running smoothly.

Designed specifically for government use, Interpreter has been proven to dramatically reduce the amount of time and effort required to sort and process correspondence.

Interpreter uses leading edge technology to read and provide appropriate responses to correspondence.

Interpreter takes input from a number of different systems in various formats and can either manage the entire document process independently or integrate with existing systems. The result is greater consistency in data, processing and storage.

Reduce costs, improve productivity, streamline processes and supercharge your correspondence management with Interpreter

## Purpose built for Government

Interpreter is suited to all levels of Government. Its implementation fulfils the communication needs of every sector:

- Executive** meet business communication and budget objectives
- Management** meet customer satisfaction targets and reduce time required for managing processes and people
- Staff** reduce mundane and repetitive actions
- Customers** provide an enhanced client experience
- Stakeholders** provide a higher level of engagement

## Features

Interpreter is customised for Government use and offers superior features and advantages including:



Unparalleled keyword recognition and relevance with its Context Engine.



Highly customisable and easily adapted to suit department needs.



Scalable - can be rolled out to one or multiple departments.



Rapid deployment - can be up and running in 48 hours



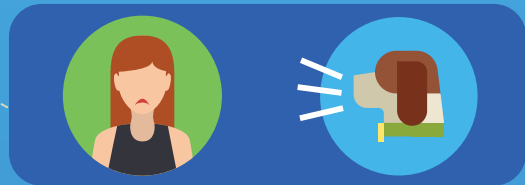
Web based - requires no installation.



Fully compliant - sits within existing security frameworks.



Highly compatible - it can operate as a stand-alone solution or complement current document management systems within an organisation. Australian designed, developed, owned and operated.



- 1 Documents are received into the system
- 2 Business rules are applied and documents are classified into subjects by the Context Engine.
- 3 Automated responses are generated and placed in queues, where they are validated and authorised.
- 4 The system redirects requests for action and responses as required through the work flow to the correct recipient.
- 5 Acknowledgements and responses are sent to the author.
- 6 Documents are tracked and stored.



## Benefits

Through its design and unique technology and features Interpreter delivers a number of key benefits that improve both delivery of service and improvements in costs and productivity. These benefits are:



### Increase service delivery

It is difficult to balance the constant demands for innovation and improvement in service delivery with the pressure to reduce costs. Interpreter allows you to meet these goals by doing more with less.

Providing a purpose-built application that fully integrates with existing infrastructure Interpreter delivers significant productivity improvements with outstanding service delivery.



### Improves productivity

Because you are able to do more with less productivity is significantly improved, however improvements are not limited to volume alone but cover a number of areas including:

1. More easily accessible Information
2. Faster response times
3. Integration with existing systems
4. Improved traceable and reporting
5. Easily deployed

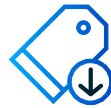
Interpreter is purpose built therefore it simplifies key tasks and activities which improve productivity and provides greater visibility and reporting on key elements.



### Streamline processes

Interpreter provides information at your fingertips. Information is easily sorted, viewed and actioned from the central screen. Results are prompted and easily changed often only requiring a review.

The purpose-built application has many features that reflect the necessary processes required by Government Departments to manage documents.



### Reduces costs

Requires less staff to do more. Interpreter dramatically reduces the time spent on mundane and repetitive tasks while providing more time to review and respond to correspondence. The sorting and organising is done for you, resulting in:

1. Less re-work
2. Improved accuracy of responses
3. Dramatic increase in the speed of processing

The result is you have more time to concentrate on the important issues of responding to correspondence not wasted with sorting and organising the correspondence.



### Supercharge your correspondence management

Because Interpreter integrates with existing infrastructure and systems such as e-mail, text messaging and EDRMS (Trim, Objective and Technology One) there is no need to replace or upgrade. Additionally, Interpreter is browser based and can be deployed with no IT involvement.

Supercharge your correspondence management today with Interpreter.

Prices start from less than ½ FTE p.a.



### Contact us today for free demo and pricing

 **Interpreter**

simplify and move forward.

**PETER HORDERN**  
Founder & CEO

1300 033 311

0419 801 896

p.hordern@interpreter.tech

www.interpreter.tech