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## ***The Information & Content Management Experts***

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InfoConnect was established in 1995. Our business goal is to cater for the growing needs for information and content management (ICM) solutions in the financial services industry.

Today with the proliferation of digital transformation, InfoConnect has speedup our digital roadmap to provide our customers with an integrated solution on mobility, process automation, web technology, enterprise content management and business intelligence & analytics for the financial services industry.

At InfoConnect, we serve to create business value for our clients – fulfilling their information and content management and transformation needs. We continuously seek to provide them with a sustainable competitive edge in the market place through the ability to anticipate, react and execute ahead of competition. Information is the key success factor to all businesses, and InfoConnect has the confidence and capability to be your solution partner of choice to help you achieve your goals with great success.

### **Our Beliefs**

“If it is worth doing....it is worth doing well”

### **Our Mission**

“To provide integrated Information and Content Management Solutions for Digital Transformation that enables better efficiencies in companies to anticipate, react and execute ahead of competition”

### **Our Vision**

“To be recognized as a global leader and well respected as Information and Content Management solutions provider”

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## ***Digital Transformation with InfoConnect***

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**Digital transformation** is the profound **essence** of business and organizational activities, processes, competencies and models to fully leverage the changes and opportunities of a mix of **digital** technologies and their accelerating impact across society in a strategic and prioritized way, with the present and future.

Digital Transformation is not simply about technology—it requires business leaders to re-envision existing business models and embrace a different way of bringing together people, data, and processes to create value for their customers through systems of intelligence. Digital Transformation is essential for organizational growth and sustainability.

InfoConnect with its solutions and experienced resources to help organizations to strategize, change and implement digital transformation.

## History & Milestones

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**1996** 

Incorporation of InfoConnect Sdn Bhd

**2002** 

Launch of Docuflo DMS version 1

**2003**

Sole Distributor for Cardiff Solution in Malaysia

**2006**

Received Cardiff Presidents Club Award for Best Sales Performance

Obtained MSC Malaysia Status

Obtained Microsoft Certification

Recognized as Microsoft Certified Partner



**2007**

Winner of Deloitte Technology Fast 500 Asia Pacific

**2008**

Winner of Golden Bull Award for Most Outstanding SMEs

**2009**

Business Expansion to Asia Pacific Region

Launch of 1Insurance Framework 

**2010**

Top Achiever for MDEC CDP Branding

Recognized as:

Oracle Gold Partner

SAP BusinessObjects Partner

FICO Channels Partner

DELL System Integrator

**2011**

Awarded SAP Best Newcomer 2011



**2013**

Launch ECM solution for Banking

**2015**

Docuflo DMS is Cloud Ready




**2016**



Launch of Efficient Mobile Solution (EMO)

**2017**

Incorporation of InfoConnect Company Limited (Thailand) 

Incorporation of PT InfoConnect Solusi Indonesia 

Launch of Robotics Automation Solution

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## *Our Solutions*

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### **Enterprise Content Management**

- Supports document scanning, classification & profiling, recognition, data extraction, indexing, archiving, searching, viewing, version control, document routing, collaboration, process automation and process monitoring
- Supports eform submission
- Supports structured and semi-structured documents
- Supports document life cycle management
- Support enterprise document repository

### **Content Services Platform**

- Provides content related services and APIs for integration to application web portals and enterprise business applications
- Allows implementer or content providers to apply his industry specific experience and knowledge to produce customer focused interfaces for application processing e.g. loans origination & processing, trade finance, insurance claims, new business underwriting, invoice processing, etc
- Provides collaboration around content.

### **Report Distribution Platform**

- Consolidate and store all your application reports / statements from multiple back-end enterprise applications into a secure, central repository
- Provides a cost effective distribution and secure access to reports
- Access to reports via a single user interface from your corporate report portal
- Do away with separate log-in to different applications to view reports – result in lesser disruption to critical applications and reduce application licensing fees
- Offload report storage and viewing from enterprise application server and allow enterprise application server to focus on servicing the core business needs
- User access is organized based on your approved access rights
- Easy to use interface with minimal or no training required
- Retention period is user definable according to business needs and compliance requirement.
- Improve compliance and auditability
- Secured transfer with SSL support and encryption

### **Mobile System development (Sales Quotation System / e-Submission)**

- Support Apple iPad and Android Tablet
- Enable agent to create quotation for presentation and email to prospect
- Support capturing biometric signature images
- Support capturing supporting documents such as NRIC / Pay slip / Credit Card images
- e-Submission integrated to backend workflow submission system
- Provide sales activities management

## **Insurance Application System (New Business Underwriting / Policy Servicing / Claims)**

- Complete web-based solution for automating form-driven insurance business processes
- Built on the powerful and flexible Liquid Office BPM and Docuflow ECM platform
- Automated ICR,OCR,OMR, Barcode intelligent forms processing
- Initiate workflow process from the forms or backend core system
- Priority assignment for task processing
- Document completeness check with configurable document checklist, with bypass option
- General work pool and personal work item listing
- Automated task routing based on Authority Limit
- Image/Document searching and retrieval from DMS
- Supports Letters generation
- Reports and Audit Log
- Auto bulk images retrieval for batch policies printing
- Transaction turnaround time monitoring

## **e-Policy and e-Statement**

- Performs the job of form design
- Taking data from LOB (Line-of-Business) applications and parses the data onto electronic forms to generate electronic documents
- Multiple delivery channels for network printing, electronic distribution (fax, email) and storing them on digital archives / storage
- e-Policy and e-Statement creation
- Hosting to ePortal for online access

## **Business Intelligence & Report Mining**

- Business intelligence (BI) allows business users to analyze and better understand their organization's plans and results.
- Powerful digital dashboard provides management users visibility and clarity into the performance of the various business units, channels and products within the organization.
- BI provides insight into what's working correctly while identifying potential problem areas for corrective actions to be taken. It can be used to recognize market opportunities as well as problems and alert your organization to potential issues when exception conditions occur.
- All employees have the responsibility to make the best decisions possible, based upon the data available to them at the time. If their ability to analyze this data and transform it into useful information is improved, the overall quality of their decisions can be improved as well.
- Provides process intelligence, identify bottlenecks and areas for improvement for better user experience
- Able to perform customer profiling and ability to cross sell and up sell to existing customers.
- Report Mining is a Windows-based self service analytics with simplified data entry tool that is easy to use — even if you're not a "power user" with advanced technology skills. Monarch easily mines data from existing text-based, PDF or XPS reports. It also lets you access and analyze data from database files, spreadsheets, ODBC sources, delimited text, and HTML files.

## **Robotic Process Automation (RPA)**

- Many organizations still rely on manual tasks for vital business processes, such as collecting, reviewing and inputting information between systems, websites and portals. These repetitive, remedial tasks require your employees to log in and out of multiple systems, copying and

pasting data between different sources and formats. Manual tasks are highly inefficient and inaccurate.

- **RPA** is a viable technology for solving data integration and automation challenges that never seem to get solved

### **Data Quality Management**

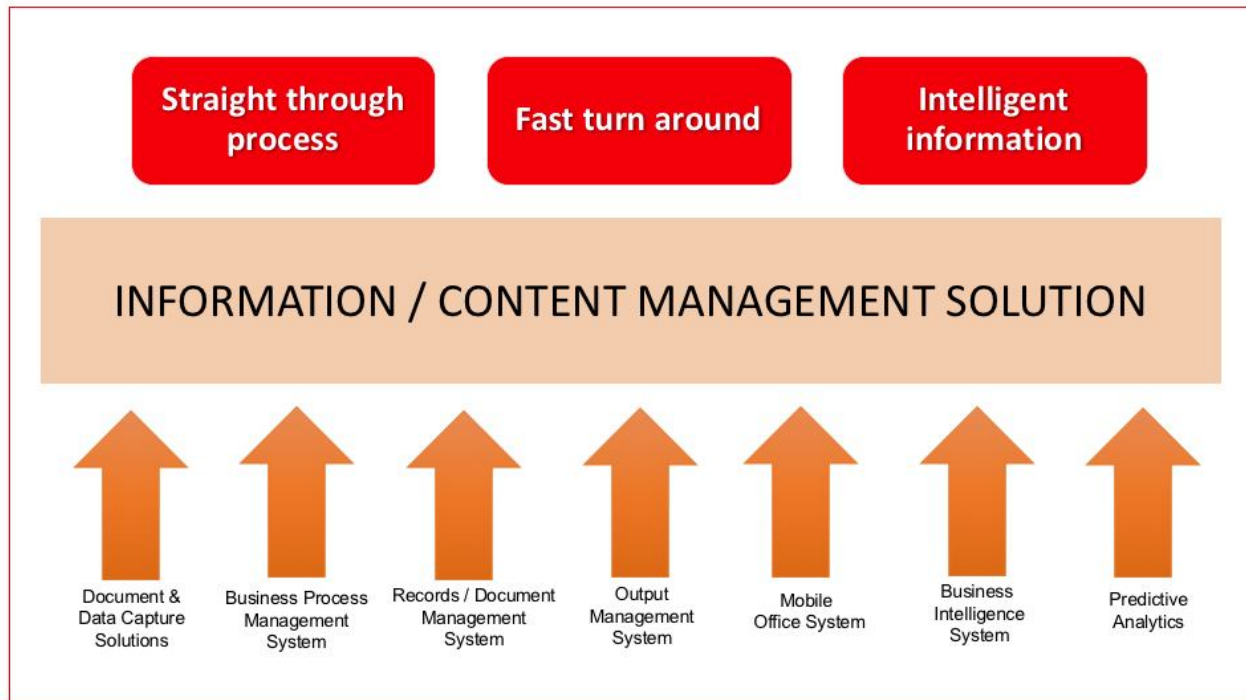
Our services include:

- Analysis & Discovery
- Extract and validate
- Cleansing
- Snapshot
- Update
- Reconcile
- Monitor

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## *Information /Content Management Solution*

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### Solving Needs

- Paper Intensive
- Data Intensive
- Customer Centric
- Fraud Detection
- Redefine Customer Experience
- Regulation Intensive
- Reporting Requirements
- Complex Processes
- Time to Market Needs
- Digital Transformation

## Enabling Insurance Organization



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## *Contact Us*

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## *Our Valued Customers Regional*

### **FINANCIAL SERVICES**

Aeon Credits  
AmMetLife Bhd  
AmBank Bank  
AXA Affin General Insurance Bhd  
Bangkok Bank Bhd  
Bank Islam Bhd  
Bank Rakyat  
Bank of Tokyo Mitsubishi Malaysia  
Berjaya Sampo Insurance  
Bursa Malaysia Bhd  
Courts Mammoth  
Great Eastern Life Assurance Bhd  
Gibraltar BSN Life Bhd  
Hong Leong Assurance Bhd  
Hong Leong Bank Bhd  
Interpac Securities  
Life Insurance Association of Malaysia  
Liberty Insurance Bhd  
Manulife Assets Management Bhd  
Maybank Investment Bhd  
MPI-Generali  
Pac Lease Bhd  
Pacific Mutual Fund Bhd  
The Pacific Insurance Bhd  
RHB Bank Bhd  
Takaful Ikhlas Sdn Bhd  
Tokio Marine Insurans (M) Bhd  
Tune Insurance Bhd  
Zurich Insurance Malaysia Bhd  
Zurich Takaful Malaysia Bhd

### **LOGISTIC**

City Link Express Sdn Bhd  
KLACH Courier Services Sdn Bhd  
North Port Bhd  
TNT Courier Services Sdn Bhd

### **EDUCATION**

University Malaysia Kelantan

### **CONSTRUCTION**

IGB Bhd  
Hua Yang Bhd

### **GOVERNMENT**

Jabatan Pendaftaran Malaysia (JPM)  
Kastam (GST)  
KWSP  
KWAP  
Multimedia Development Corp (MDEC)  
SIRIM  
Suruhjaya Syarikat Malaysia (SSM)  
SOCSO  
MATRADE

### **INDONESIA**

BCA Life Insurance Indonesia  
PT Bank Nasional Indonesia (BNI '46)  
Tokio Marine Life Indonesia  
Tokio Marine Insurance Indonesia  
WanaArtha Life  
Kementerian Perhubungan Indonesia  
BRINS General Insurance  
Pertamina JOBS Tomori  
PT Courts

### **ASIA PACIFIC**

Blue Cross Insurance, (HK)  
Hong Kong and China Gas Co. (HK)  
International Administrator Ltd (HK)  
EEI Corporation (Philippines)  
International Administrator Ltd (China)  
Tokio Marine Insurance Singapore  
Ho Chi Min Tax Department  
Hanoi Tax Department