MOSAIC
T E C H N O L O G I E S

Complete Document Solutions

ABOUT US

Mosaic Technologies is an international IT consultancy firm that delivers complete document solutions. Specialising in variable data publishing, imaging and document management, Mosaic offers its client end-to-end document solutions.

Partnerships and alliances with industry leading suppliers mean Mosaic can offer service and support across a range of platforms.

Mosaic's clients have previously been concentrated in the Asia-Pacific region. As the company expands, Mosaic is extending its reach into the US and European markets. With offices in Brisbane, Australia and in Bangalore, India, Mosaic Technologies can offer clients 24/7 support, as well as greater access to 'follow-the-sun' production, which is particularly important for projects with tight deadlines.

Mosaic's presence in India affords our clients access to a large pool of highly qualified and cost effective resources, meaning clients get the skilled workers they need without the expense of maintaining domestic resource pools. All Indian-based consultants are trained to the highest international standards ensuring efficient and effective service levels are maintained.

Company founder and managing director, Mr Arunava Chatterjee has extensive experience working with global IT, print, banking and insurance companies, providing research, analysis, briefings and consulting in the area of document solutions.

Mosaic's business development manager, Mr Mark Davies, has a wealth of experience in imaging and document management, designing and implementing solutions for some of Australia's leading health and educational institutions.

The Mosaic difference
- Fast start-up time for projects with tight deadlines
- Access to 'follow-the-sun' production
- A large pool of experienced developers and business analysts, giving you increased capacity without the expense or difficulty of maintaining local resource pools
- Immediate expert help when projects go off-course
- Industry standard quality

Personalised communication
Target individual customers with personalised
direct marketing and transactional statements

**Automatic information
storage and access**
Imaging and scanning for invoice automation,
Procure2Pay, mailroom automation

Document managing
Electronic records management
Find and share files and documents in an instant

SERVICES AND SOLUTIONS

Managing your company's most valuable asset

Along with its people, information is a company's most valuable asset. That information is more often than not located in your organisation's documents. Mosaic offers a range of solutions to manage the flow of these documents as they enter and leave your organisation.

Our document solutions will give your company the advantage in making the most of its information assets and position you to tell your stakeholders and clients what they need to know.

Automatic information storage and access

Imaging and scanning
Mosaic Technologies offers you industry best practice on workflow design, recognition templates, metadata rules, scanner optimisation and third party integration to make the most of your scanning and imaging initiatives. Take advantage of our partnerships with world class software and hardware vendors, like Nuance, Kofax and ACA Pacific for a fully supported implementation process.

Invoice automation
Transform your accounts payable function from a cost centre to a cost effective, strategic partner within your organisation. Let Mosaic Technologies help you to determine the true cost of you invoice processing function and recommend strategies to achieve best-in-class performance. We have a number of solutions that can help you achieve the following benefits

* improve cashflow monitoring – know your liabilities at any given time
* create a supplier portal and reduce the number of calls from suppliers
* quickly identify where your invoice is in the P2P cycle
* take advantage of early payment discounts
* reduce the cost of processing an invoice by up to 66%.

Mailroom automation
We can help you automatically and accurately capture all incoming documents to speed up delivery and electronically preserve your organisation's vital records. Straight through processing can also be achieved, where an inbound piece of documentation automatically triggers an outbound piece, closing the loop between a request for information and its fulfilment.

Forms processing
Efficiently collecting and managing data is a challenge for any organisation. We can help you save time and money with automated forms processing to capture bulk data and automatically save this into your preferred formats.

Document management
Optimise your document management strategy and develop meaningful file plans that your staff will actually be able to understand and follow. We can help you to evaluate your requirements for document management and help implement a solution that will match your goals and requirements. We can also assist with change management, training and documentation to support the ongoing success of your solution.

Personalised communication
At Mosaic we help you publish to an audience of one.

Whether you call it dynamic content publishing, variable data printing or variable information printing, we can automatically generate documents personalised for each individual customer, eliminating the 'one size fits all' approach.   Elements such as text, graphics and photos can all be changed from one printed piece to the next to ensure each of your clients receives the information most relevant to them.

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T E C H N O L O G I E S

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Let us help you target your customers with personalised, one-to-one communication across a variety of media, including web, print, email, SMS, fax, to achieve maximum response rates. We can help you customise a range of material.

Transactional documents

Personalise regularly occurring documents for clients such as statements, bills and invoices. With variable data technology you can:

- reduce printing and mailing costs by combining marketing messages on statements
- reduce programming, implementation time, and costs
- include messages targeted specifically to the buying or investment behaviour of each individual customer.

Mosaic will develop documents in the software of your choice and apply complex business rules for maximum personalisation. We will also rationalise the number of documents you need to improve efficiency and manageability. Our customised support and ongoing document maintenance once document development is complete make it easy to keep your documents up-to-date and effective.

Direct marketing

Improve direct communication with clients by customising items such as postcards, newsletters and brochures with the information and images most relevant to each individual customer, depending on their individual industry, role and interests.

Collateral management and fulfilment

Manage all the materials your customers receive as part of the sales cycle. Whether its brochures, specification sheets, enrolments books or policy description statements, we can make sure your materials are always up to date with stock replenishment never more than a click away. Our print on demand facility will take the hassle and cost out of storing bulky materials and reduce wastage due to information or version changes.

Service philosophy

Mosaic prides itself on delivering high-quality, customised services to all its clients – big or small.

We're here to give you as little or as much help as you need. From data preparation, hardware sales, software sales, document development and unit testing through to full project management and ongoing operations support, our services can be tailored to meet your needs.

MOSAIC
TECHNOLOGIES

Complete Document Solutions

CASE STUDIES

MAS

Situation
Mosaic Technologies was called in to assist one of New Zealand's leading medical insurance companies to improve its document-based processes. The company's technology for producing transactional statements was out of date, with all documents having been developed in MS Access with VB script. Not only did this mean that documents were difficult to update, it also took a long time to implement the company's key marketing campaigns. Only the people who created the original documents knew how to change or update them. Printing and sorting of batch printing was undertaken manually, costing the company valuable time and expensive employee resources.

Solution
MAS needed a complete solution, including an overhaul of its front-end and back-end system. Mosaic was engaged to update MAS' document composition and publishing system, using the xPression software package. Mosaic redeveloped MAS' existing underwriting and claims documents using xPression, creating user-friendly templates that could be maintained by business analysts who could easily reflect policy changes or integrate the latest marketing campaigns.

Outcome
All underwriting and claims documents were redeveloped using xPression, with information packs printing and sorting automatically on an as needs basis, eliminating the need for manual sorting and storage of bulk printed materials. The document generation process was streamlined, saving MAS time and money and improving communication with customers.

IBM

Situation
A global IT company wanted to upgrade its legacy production system from Jetform to xPression in-line with current industry standards. The company which is managing number of superannuation institution had its business structure based on different funds decided to change its structure business processes which in turn will enable to offshore the part of work for cost-effectiveness. With the company's existing documents created using scripting languages, the knowledge of the managing the complex documents were limited to smaller group of people.

Solution
Mosaic was engaged to implement the company's superannuation statements using xPresso for InDesign. As well as recreating the documents in user-friendly software, Mosaic provided 24*7 support to the company's own IT staff during the project's critical stage.

Outcome
Mosaic's 24*7 support was instrumental in helping the company meet the project deadlines. As a result, the documents were completed in time for use in the upcoming annual statement cycle. As well as working under pressure to meet critical deadlines, Mosaic was also able to reduce the number of document defects by 80% compared with the previous year.