



[OVERVIEW](#) · [SOLUTIONS BY PROCESS](#)

Processes rarely wait for the next project.

Every document process has the same three points: intake, review, filing. Only the rules differ.

NINE PROCESSES

Pick the process and see which steps run on their own and where people decide.

NINE PROCESSES

From intake to report.

Each page shows the flow, the decision points and the building blocks behind it.

Archiving

Filing with versions, retention periods and deletion rules.

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Customer service

Capture requests, answer them and keep them on the case.

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Onboarding

Collect documents, check them and get them signed.

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HR files

Personnel records with permissions, deadlines and redaction.

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Mailroom

Recognise incoming post, assign it and route it onward.

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Quality control

Check documents against rules and report deviations.

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Invoice processing

From intake through approval to handover.

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Reporting

Metrics from documents instead of spreadsheet collections.

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Contract management

Keep terms, deadlines and renewals in view.

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QUESTIONS ABOUT PROCESSES

How rules become a flow.

How do we define a process?

You describe trigger, steps and responsibilities in the app. A workflow agent runs them and records every step in the audit trail.

What happens with exceptions?

The case stops and goes to the responsible role instead of quietly continuing. You see reason, document and history in one place.

How do we connect existing systems?

Through connectors, the REST API or MCP. The process stays in PaperOffice, the data flows into your target system.

Where do people still decide?

Wherever you set it: at low confidence, on deviations against an order or rule, and for approvals above a threshold.

Can processes chain together?

Yes. A document can pass classification, extraction, review and filing in one run and trigger further cases along the way.

What about deadlines?

Deadlines depend on the document type and the case. The calendar shows them.

GET STARTED

Processes rarely wait

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