

# BriefButler

## Your dual delivery software solution for important documents

With email, instant messaging, and other digital communication tools ruling both our personal and professional lives, the need to send and receive physical letters has seen a significant decline. However, when it comes to official and legally binding documents – especially those requiring a signature – postal delivery remains the standard practice for extra security. BriefButler, a dual delivery software solution, makes it possible to electronically deliver even the most sensitive documents while meeting the highest data protection and security standards – not only boosting efficiency, but also reducing paper usage and costs.

### How it works

BriefButler operates through a standardised, user-friendly interface where documents and metadata are entered into the system. The software then performs a directory service query to identify the recipient. If they are registered with BriefButler, the document is delivered electronically. If not, the system automatically handles printing, envelope preparation, and postal delivery. This dual delivery approach ensures seamless document dispatch, regardless of whether the recipient has access to digital services or not.

Recipients of BriefButler electronic letters can do more than simply read and print documents – they can also sign and return them immediately. The platform's tight security measures ensure that signed documents are legally binding, tamper-proof, and unalterable. Every step of the process is meticulously recorded, ensuring complete transparency and a secure chain of custody for important communications.

In addition to providing a highly efficient delivery, BriefButler is also a sustainable solution. A case study by the City of Vienna revealed that after implementing the system, electronic delivery increased by 75%, leading to a reduction of 23 tonnes of CO<sub>2</sub> emissions in 2023. The same year, € 2.9 million in costs were saved.

The software is available to both businesses and private individuals. As it is free of charge for the latter, BriefButler's recipient database continues to expand, increasing efficiency and sustainability.

### The Big Picture

BriefButler's dual delivery solution helps organizations manage their incoming and outgoing mail more efficiently, cost-effectively, and sustainably. By automating tedious tasks such as printing and enveloping, employees can focus on higher-value work rather than repetitive administrative duties. Additionally, the process's complete transparency minimises the risk of lost or misplaced documents, making it an ideal solution for securely delivering official communications.

Most importantly, however, BriefButler eliminates the need for being physically present, allowing documents to be sent, accessed, signed, and processed from anywhere. As remote and hybrid work cultures continue to grow, this increased flexibility empowers employees to handle important tasks from any location – whether they're at the office, at home, at a café or traveling.

### Quick Facts

- Solution area: **Processes, Technological innovation**
- Administrative level: **Municipality, District, State, Federation**
- Solution process: **Digitization and technology, Environment and sustainability, Public service**
- Technology: **Artificial Intelligence, Information technology, Platform technology**