



Modernize Your Mailroom

Automate Your Back Office and Eliminate Document Chaos for Good

Much in your business depends on how you handle inbound content.

Missing information, misplaced documents or delayed capture hinders your downstream applications and business processes. It has a big impact on:



Operational efficiency



Information governance



Customer experience

Fast-changing information management requirements are raising the stakes for organizations to get things right. Mission-critical documents come from multiple sources, and decentralized, standalone capture solutions are no longer enough.

Managing information in today's world demands a digital mailroom solution that centralizes your paper and electronic content.

Today's Mailroom Roadblocks

Organizations face daunting data challenges:

Exploding volumes of data

Multiple information delivery channels

New content formats

Growing amounts of unstructured and semi-structured data

Heightened demand for faster data delivery downstream

Ever-increasing regulatory and compliance demands

Without the right processes in place, these challenges compound, leading to:

Missed details

Inaccurate data

Late information

Disorganized documents

Fragmented systems

As a result, your stakeholders can't always access the information they need to make important decisions.

The shift to remote work is further complicating the information management landscape. Many organizations require in-office staff to receive and route documents and data. This leaves remote workers without crucial information to effectively do their jobs.

Information chaos leads to higher costs, lower productivity, less agility and a weaker customer experience. Organizations that don't find a better way to manage information risk putting their organizations at a competitive disadvantage—at a time they can least afford it.

That's why more organizations are embracing centralized digital mailrooms.

Reimagine Your Mailroom


Digital mailrooms aren't a new concept. For as long as organizations have received documents through the mail, they have longed for a better way to get information to the right place. Expanding delivery channels have only made it harder.


“Though the digital mailroom has been with us for some time, new technologies are enabling greater automation, integration with business processes, and greater business value for organizations.”


—Holly Muscolino, Research Vice President,
Content Technologies and Document Workflow, IDC





A digital mailroom transforms the way organizations capture and manage inbound content:


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All paper and electronic content is aggregated as it enters the organization
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Scannable documents sent through the mail enter the digital workflow
- 

Document types are identified, along with their business rules
- 

Key information is recognized and extracted
- 

Extracted information is validated against system data, when possible
- 

Content is accelerated to a person, department or process in the desired format
- 

Content can be saved, forwarded, archived or deleted using a provided link

Today's digital mailroom solutions are powered by intelligent scanning and cloud capture. These technologies make it easier, more cost-effective and more secure to automate information capture and streamlines the process from classification to delivery.

What does this mean for your mailroom? No more paper-stuffed files. No more inter-office envelopes. And no more mail carts.

Digital mailrooms are a big step up from trying to use emails to receive and route content. Email lacks security and chain of custody assurances. It doesn't log actions taken on a document and doesn't have the capabilities to enforce separation of duties. Not only does email provide almost no visibility for upper management, but there's nothing preventing it from being deleted prematurely.

Plus, a digital mailroom can process the various types of structured, semi-structured and unstructured documents you're likely to receive:

Orders	Invoices
Web forms	Purchase orders
Job applications	Proof-of-delivery documents
Transaction logs	Texts
Bills of lading	Emails
Vouchers	Correspondence



Meet Mailroom Challenges Head On

A digital mailroom provides the benefits an organization needs in today's data-driven world.

Most organizations achieve ROI on their digital mailroom within 18 months¹



Optimized efficiency

A digital mailroom centralizes all inbound paper and electronic content into a single, digital platform, enabling the steady flow of information, no matter how it's received. Staff waste less time keying data, shuffling paper, and reproducing, filing, retrieving and distributing documents.

Merging content management at the earliest possible point helps eliminate data gaps and increase responsiveness. Plus, platform consolidation shrinks operating costs, and there's less need for document storage.



Faster information delivery

Physically distributing mail across an organization takes a lot of time. And it's even slower when you need a courier, van or overnight delivery to get important information to remote offices. And email isn't much faster. With mission-critical information, there's no time to waste.

Digital mailroom solutions make information latency a thing of the past. Co-mingled document scanning, in-line data capture and document out-sorting speeds information to decision makers. Content is automatically routed to the appropriate recipient based on pre-defined rules, and there's little chance of lost or misrouted data. Plus, automated validation, superior image quality and image processing tools help ensure accurate and usable information is delivered to downstream systems and processes.



Improved remote working environment

Paper processes and a remote-work environment don't mix. Going into the office to retrieve mail is inefficient, and important documents get easily lost in email.

A digital mailroom solution that combines intelligent scanning and image capture enables organizations to receive, capture and route content to a remote team. Time-sensitive documents don't get "stuck" on someone's desk when they're out of town. Managers have real-time visibility into workflows and can act quickly on potential bottlenecks. Audit logs track all actions taken on a document. And archived documents are instantly and securely accessible to authorized users at any time, from any location, using any device.



Better visibility into incoming content

Standalone deliver channels make it hard to know how much inbound content an organization receives. Centralizing content helps managers instantly see the amount of incoming data, where it's going, where it's coming from and what actions are being taken. These insights enable a manager make more informed decisions about the business.



Enhanced customer experience

Processing delays have a big impact on customer service for many industries, including insurers, financial service companies, retailers, utilities and more. Faster data processing enables organizations to process claims, review applications, open accounts, fulfill orders, respond to customer inquiries and do what it takes to deliver the best customer experience more quickly.

Plus, when the correct information is easily accessible, it's easier to give customers accurate and timely information.



Streamline regulatory compliance

A digital mailroom provides greater control, tracking and reporting for organizations, making it easier to meet strict compliance and regulatory requirements. Sensitive information is secured from the moment it enters the organization.

Businesses can configure rules that determine how to handle sensitive information, set access controls and log document actions. They can also digitally archive content according to the organization's retention schedule, and open mail according to a set privacy policy.

Alone, each of these digital mailroom benefits are compelling. Together, they help transform the back-office into an information hub that can drive agility and better outcomes across the entire enterprise.



Find the Right Solution to Elevate Your Processes

It takes the right digital solution to modernize your mailroom and realize the benefits. Here's some advice for choosing top-tier technology.

1

Review your current operations.

Assess the type of mail you receive and how you manage it. Map existing workflows, track recipients and drill down into your metrics.

2

Identify pain points.

Work with frontline employees and key stakeholders to understand your current inefficiencies. Investigate recent instances of missed deadlines, downstream errors, security issues and anything else that's hindered your processes.

3

Take stock of your legacy systems.

Understand the systems of record and other legacy systems you'll integrate with your digital measure solution. Ensure a smooth workflow between systems.

4

Set the bar.

Establish the standard of performance you expect from a digital mailroom solution. Consider metrics such as accuracy levels, cycle times and reliability. Test some of your documents on prospective solutions to measure the results, when possible.

These strategies will help ensure you select the right digital mailroom for your organization.

Control the Chaos. Digitize Your Mailroom.

While you can't control how content comes into your organization, you can control how you manage it.

Replacing physical mail handling and distribution with a digital mailroom will get you there.

Take your mailroom from slow and inefficient to a powerhouse of information delivery.

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