

Case Study

Mission-Critical Mailroom Automation and Document Integration

Overview

This Fortune 500 media company has an annual accumulation of approximately 1.1 million supporting documents and multi-page transactions that required daily processing. There were two main solutions that were requested:

- All incoming mail needed be processed and transmitted within 2 business days.
- Priority items were to be completed within 2 hours.

Solution Provided:

We integrated a completely automated mailroom solution for all their documents received via Post Office pickup, UPS mailing, fax and electronic submission. The process included chain of custody tracking, document preparation, scanning, snippet keying and data integration. Images and data file were delivered twice daily via secure VPN connection into the client's management system for immediate access.

01

Consultation & Assessment



Determine your
goals and
requirements

02

Solution Design



Incorporating
cutting-edge
technology

03

Development & Implementation



Using our
proprietary
software.

04

Training & Support



For your
employees
and team.

continued...

We also provided a redesign of their 350+ nonstandard forms used to collect data. By standardizing this design to include barcodes, structured data fields, and web forms, they experienced improved processing and decreased cycle times. The new web forms provided a much needed replacement for fax submissions, which reduced downtime and transfer interference.



Decreased Cycle Time



Staff Member Training



Onsite Deployment in Offices



On-going Support and Maintenance



Provided Production Scanners



Over 350 Nonstandard Form Design

Our continued engagement includes deployment in three of their offices for remote scanning, providing production scanners, staff member training, as well as on-going support and maintenance services. This remote scanning has reduced response time from 48 to 24 hours and is sent daily via secure VPN for electronic processing.

DIGITAL MAILROOM PROCESS



DIGITAL MAILROOM can also include:

- Faxes
- Check Processing
- Outbound Mail Services
- Electronic Files
- Physical Pick-up and/or Forwarding
- Printing... and more!