THE DIGITAL MAILROOM IN 2021 AND BEYOND

Digital Mailrooms are versatile. They can provide simple delivery of mail in digital form or even become the gateway to enterprise wide Digital Transformation.

As we progress through 2021 and think of how we will operate in a post-Covid world, organisations will consider how they can move away from paper and recognise the benefits of digital communication.

As more and more organisations adopt agile working practices, operational and system challenges that enable this type of working have become apparent.
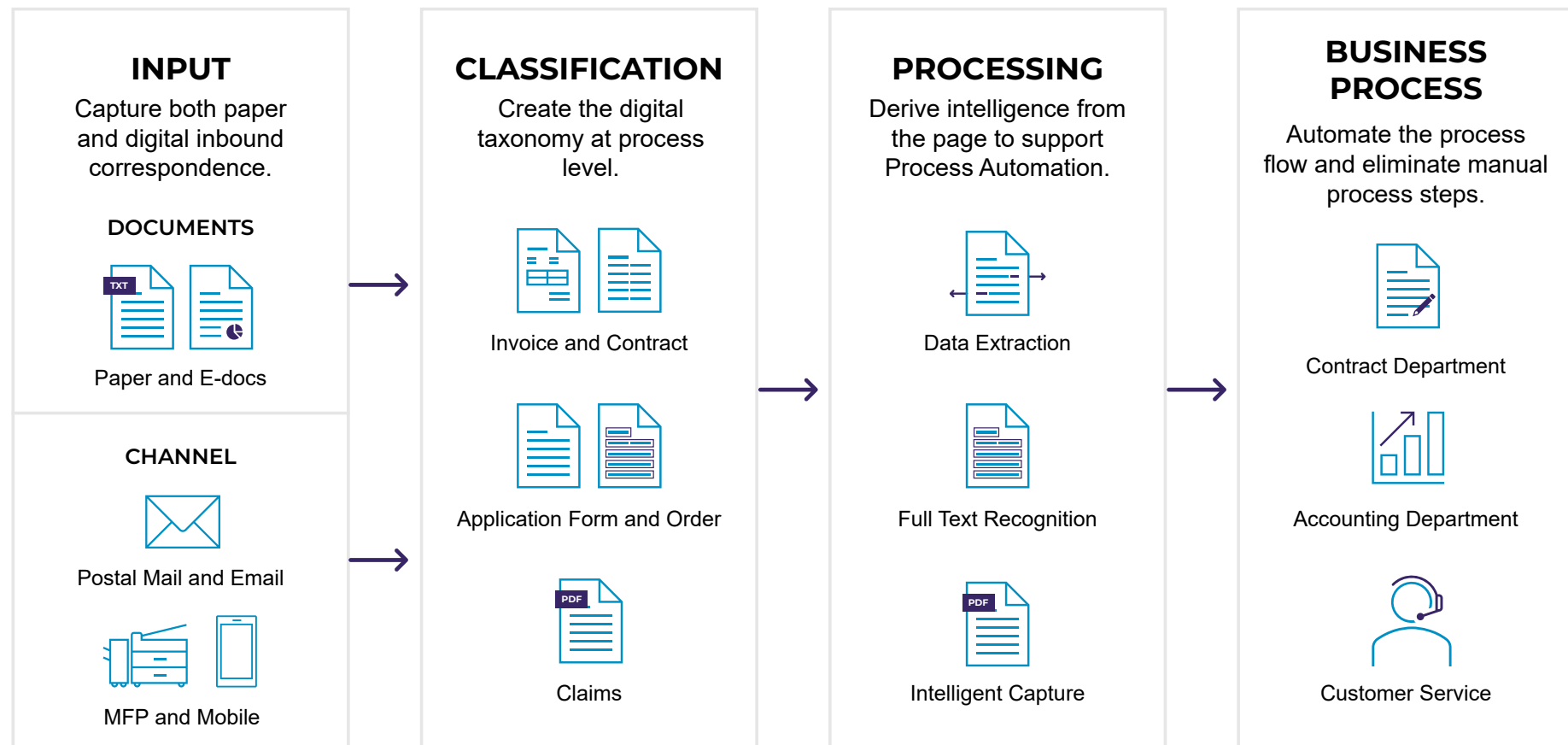
Everyone needs to be more efficient and productive in the way they work, while maintaining and enhancing client communications. It could be that the Digital Mailroom has a significant part to play in this journey.

WHAT DOES THE DIGITAL MAILROOM LOOK LIKE?
Is it the gateway to your Digital Transformation?

The Digital Mailroom will enable a new way of working to suit your business and its specific processes. It can be can be outsourced, delivered on site, or on-site federated. The key components of a Digital Mailroom focus on transforming - not simply delivering - the flow of documents and the intelligence they contain.

INPUT
Capture both paper and digital inbound correspondence.

DOCUMENTS

Paper and E-docs

CHANNEL

Postal Mail and Email

MFP and Mobile

CLASSIFICATION
Create the digital taxonomy at process level.

Invoice and Contract

Application Form and Order

Claims

PROCESSING
Derive intelligence from the page to support Process Automation.

Data Extraction

Full Text Recognition

Intelligent Capture

BUSINESS PROCESS
Automate the process flow and eliminate manual process steps.

Contract Department

Accounting Department

Customer Service

THE KEY FEATURES OF MAILROOM AUTOMATION

CAPTURE ALL KINDS OF CONTENT

Advanced recognition technologies can capture all types of text, including machine print and handwriting in more than 140 languages. New Natural Language Processing (NLP) capabilities can understand context, relationships, and entities.

CAPTURE DATA FROM ANY DEVICE

Provide your processes with production-ready information, no matter the input source of your structured, semi-structured, and unstructured documents - scanner, multi-function printer, web, email, or fax.

RULES-BASED PROCESSING

Consistent rules for indexing speed up the processing of paper and electronic documents, ensuring that the right information is delivered to your applications. Less friction means more efficient processing.

COMPLEX DOCUMENT HANDLING

Recognise and process documents with complex structure, such as those with continuous tables or repeatable sections, including multi-page documents.

DOCUMENT CLASSIFICATION

Deliver the strongest data extraction and classification results thanks to Machine Learning-powered continuous learning.

OFFSITE OR ONSITE

Create a secured environment for processing, regardless of location, and apply common policies for different users.

AUTOMATIC ROUTING OF ACCURATE DATA

Content is captured and verified at the point of entry, so only accurate information is routed to your processes. This is faster and cheaper, without the need for manual processing.

INTEGRATE WITH PROCESS AUTOMATION PLATFORMS

Feed your systems and content-driven processes with validated customer data and content intelligence to transform your digital enterprise.

PROCESS ORCHESTRATION AND TAILORING

Enable the development of custom solutions, support for specific business processes, and easy integration into enterprise workflows, regardless of scale.

THE BENEFITS OF A DIGITAL MAILROOM

IMPROVE CUSTOMER SATISFACTION

Shorten processing and response times with automated mail classification and routing. Faster responses to customer inquiries brings a competitor advantage.

INCREASE VISIBILITY AND CONTROL

Gain real time understanding of the information entering your enterprise whilst exercising the right levels of management, control, and security.

ACCELERATE TRANSACTIONS

Make information available to enterprise business systems faster in order to initiate, support, and complete transactions.

REDUCE OPERATIONAL COSTS

Lower the costs of sorting, organising, and manually tagging documents to remove processing friction and improve productivity.

DELIVER DIGITAL TRANSFORMATION

Start accelerating your journey to simplify and automate at an enterprise level.

ENABLE REMOTE WORKING

Empower your organisation and your people by creating an enterprise that is agile and mobile.

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