Digital Mailroom
In Brief

Rather than receiving and distributing incoming communications via physical delivery or email, the **Digital Mailroom** enables organizations to use document scanning to digitize incoming paper-based mail and upload it (along with email) to a document management application. A Digital Mailroom automates security, classification, and distribution of your business mail and email.

Mail workflow automation is typically outsourced to service bureaus, who receive your communications and digitize or upload your mail to an Enterprise Content Management (ECM) application where you can easily locate, secure, share, and automate the documents coming into your organization. Whether you outsource your mail processes to a service bureau or choose to handle them within your own organization, you'll see that manually processing mail is expensive and time-consuming.

Why do you need a Digital Mailroom?

Manually processing mail is inefficient.

Manually managing your mail and email complicates retention and compliance, document security, and accuracy. Manual processes are prone to human error and spread inefficiency across the entire organization.

"Over 60% of organizations are still stuck with mostly manual approaches to retention and disposition management or have just given up and save everything."

- AIIM (2018)

Automation enables effective remote work.

With telework becoming the norm, digital mailrooms save time and reduce the decision-making processes, especially when outsourcing to a third party. Employees can access mail in record time, no matter where you work.

"79% of organizations realize that they must transform into a true digital business in order to survive."

- AIIM (2019)

"In the current 'do more with less' culture, most enterprises are overwhelmed as they have neither the resource expertise nor the bandwidth to manage the increasing workload while all the time upholding good corporate governance. Therefore, more organizations are seeking the assistance of external business partners to lift some of the heavy burden."

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How does it work?

Let's say you outsourced mail automation to a scanning bureau. In the first step, they receive your mail either physically or via email (electronically), and prepare to digitize your documents.

Next, your mail is scanned into an Enterprise Content Management (ECM) system, which automatically classifies documents by type and extracts key information to eliminate manual data entry and ensure accuracy.
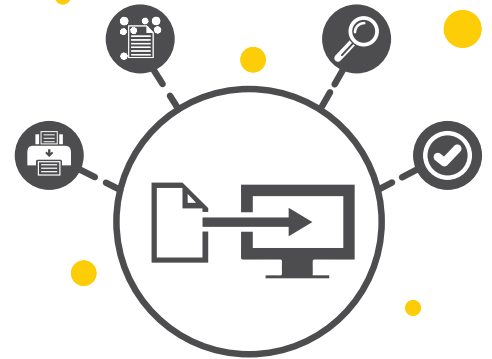
Once your mail is indexed and loaded into the ECM application, you can also automatically trigger workflows and actions based on the type of document or data it contains, such as invoice approvals or content reviews.

ImageSilo® and PaperVision® Capture

ImageSilo is a cloud ECM system that intelligently manages your information, and PaperVision Capture handles the scanning and digitization of documents.

PaperVision® Forms Magic™ Technology

PaperVision Forms Magic utilizes Artificial Intelligence (AI) to automatically classify and extract information from documents.

PaperVision® Enterprise Workflow

PaperVision WorkFlow automates business processes by alerting users to pending worksteps and is triggered by certain behaviors within the ECM application.