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and

see

Enhance the performance
of your document
processes with Canon
Business Solutions

Digital Mailroom

Canon

CANON BUSINESS SOLUTIONS | DIGITAL MAILROOM

“Centralising incoming mail handling and distributing forms and documents electronically keeps paper out at the door and provides big advantages for downstream processing.”

AllM, The Paper Free Office – dream or reality?, 2012

Enhance the performance of your Mail Processing

Mailrooms play a key role within organizations. Customer forms, orders, vouchers, employees' letters, suppliers' invoices, are just some examples of incoming mail that will launch critical internal business processes in your business. Canon's Digital Mailroom solution helps you accelerate your organisation's responsiveness to customers and internal decision making process by organizing key information from the point of entry, to ensure your office can run more smoothly and efficiently. Using our extensive global and local expertise our highly skilled and friendly professionals will seamlessly integrate an effective solution into your existing IT environment and provide tailored ongoing support.

Common Challenges

High costs

Managing incoming mail manually is a people intensive process which consumes valuable resources, such as time and labour costs. Moreover, re-delivering internal mail by post, duplicating paper and physical mail storage all contribute to additional costs.

Low productivity and inefficiency

Manual creation, processing and archiving of signed paper delivery notes are all time consuming and error prone. Multiple copies of a delivery note for one order can also lead to lost documents and late delivery.

Inadequate control

Manual mail management, such as sorting or extracting data from documents, can generate business critical errors. Manually sorting and delivering mail means there's no traceability of who has viewed the mail, when it was viewed, or what was answered.

Poor compliance

Regulatory and internal information governance requirements have become more onerous; when managing, distributing or storing mail manually meeting these requirements can be very difficult.

The Solution

Canon's Digital Mailroom solution helps you accelerate your organisation's responsiveness to customers and internal decision making process by rationalising the internal information flow, producing process efficiencies and ultimately reducing operational costs. Regardless of where the mail is coming from and in what format, Canon provides an end-to-end solution that digitally captures all incoming mail, classifies, validates and electronically routes it to the appropriate department end-user, also proving mobile access and secure digital archiving for all mail.

Talk to one of our consultants now to benefit from enhanced mailroom performance: faster customer responsiveness thanks to a more efficient and controlled information flow, with improved compliance and reduced costs.

Process



Electronic mail (email, pdf, word doc., excel doc.) arrives



Paper mail arrives (via courier, postal services, fax)

Mail is scanned into Canon Digital Mailroom solution via:

DR scanner: Batch scanning



MFP: Ad hoc scanning



Digital/digitised mail is read (OCR), auto-validated and classified/sorted by type, according to department and process rules (e.g. CV for HR, contract for Legal, Invoice for Finance).

All mail is securely stored digitally with key data extracted and listed in indexes for faster search and access.



Digital mail is distributed to the correct business end user who can access the documents on-line via any internet enabled device (e.g. smartphone, tablet, PC) for further actions

End-to-end Mail distribution process is monitored with live status and full traceability

The Benefits

Reduced costs

Quicker mail sorting times means employees who are dedicated to this task can spend time on more value-add activities. Save time and money by decreasing the need for paper copies and printing, as well as eliminating the need for internal postal services.

Increased productivity and efficiency

Achieve a faster organizational decision making process thanks to digital workflows that allow mail to be distributed more quickly, as well as mail to be read and processed via mobile devices.

Greater control

Achieve greater control thanks to auto-validation rules for your incoming mail - in any format or from any channel. Allow only relevant mail to be sent to the right end-users and make customers and stakeholders happier thanks to live process status visibility and less lost mail.

Improved compliance


Your office internal information governance policies find stronger compliance. All incoming mail gets automatically stored digitally and securely whilst its traceability is also under control - from point of entry down to every step of the distribution process.


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