

Automate the collection, extraction and validation of incoming information and distribute to Business Process Workflows.

Organisations across industries such as Insurance, Government, Finance/Accounting, Logistics, Education and Healthcare struggle with the Mailroom Process.

It's slow, manual, error-prone and/or expensive for receiving incoming business mail from multiple channels in multiple formats. These challenges reduce information visibility, enterprise agility, increasing operational costs, slow customer response and resolution times.

Organisations have difficulty to keep up with government and industry regulations due to lack of control and visibility over each step of their processes.

Major challenges with Manual Business Mail Processing:

- **Lack of information visibility**
- **Labour intensive, high operations cost including: manual identification, data entry and routing**
- **Processing errors that cause delays**
- **Non-compliance risk**
- **Poor customer engagement**

Multi-Channel Capture of Mail or Information:

Paper

Faxes

Mobile Devices

Digital scanners/MFPs/

MFDs

Databases



PDF/ MS Office/

JPEG Files

Emails

Datafiles (XML, JSON, EDI)

Website, Portals

Enterprise (SAP, Oracle) &

Legacy systems



KOFAX
Platinum Partner

Key Benefits

- **Improve visibility** – make business mail documents and information immediately visible across the organisation
- **Greater productivity** – automate mail and information processing enabling organisations to handle increased volumes without increasing staff
- **Lower operational costs** – automate manual mail and information classification and extraction tasks
- **Faster processing time** – fulfil customer on-boarding and servicing requests faster
- **Fewer errors** – avoid manual mail classification/ routing and data entry errors that cause downstream delays
- **Enhanced customer engagement and satisfaction** – engage customers in capturing documents using their device of choice, increasing customer satisfaction, speeding the process and reducing processing costs.

Kofax Mailroom Automation

Xcellerate IT, a Kofax Platinum partner offers a single software solution utilising **Kofax TotalAgility Mailroom Automation**, that provides better visibility and accurate validation for a more streamlined customer engagement process.

The solution transforms high-volume, centralised paper mail opening and routing process. It is a smart process application that enables multi-channel capture and routing of paper and electronic communication in a digital format to provide a lower cost, more accurate and accelerated operation. In addition, Kofax expands mailroom functions to support scanned input from distributed locations of workers and external stakeholders.



Capture

Create high-quality digital images of received documents, and automatically extract all critical business information



Streamline

Streamline movement of “in good order” documents and support correction of “not in good order” documents



Analyse

Gain new, actionable analytic insights into entire business processes, and monitor critical applications for better control



Extend

Scale centrally managed mailroom operations across the enterprise and beyond to virtually support stakeholders

Kofax Mailroom Automation software comprises of capture and business process management technology to automatically extract and validate information from incoming business mail and convert it to a structured electronic information that feeds subsequent business process workflows. Organisations can track, review and gain insight of the progress at any point in the business process.

Example: Insurance and financial services organisations are swamped with incoming data and documents in various formats; employing manual processes to sort, analyse and distribute information creates risk, while increasing inefficiencies and costs for the company and lowering customer satisfactions. Organisations can now streamline their information handling workflow with Kofax Digital Mailroom Automation software that transforms all incoming documents into actionable electronic data for distribution into relevant system - from policy underwriting, claims to client maintenance to exception processing. The software can enhance decision-making based on real-time information to help increase process throughput and revenue generation.



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