

MAIL PROCESS AUTOMATION



Managing the physical mail that comes into a business remains a challenge. In hybrid work environments with more people working remotely, efficiently delivering mail to the right people is a challenge. Patterson Pope will modernize and optimize your legacy mail systems with document scanning and process automation by digitizing all incoming correspondence.

We use digital technology to automate your mail processes and route mail electronically to the right recipients.

- » We collect your mail (from your office or the post office) for sorting and scanning in our secure facility.
- » Within 24 hours, that mail is electronically routed to the right parties for processing.
- » Your team sees the new correspondence in their work queues.

The advantages of Patterson Pope automating your mail process include:

Enhance Efficiency

- » With work queue notifications of mail and immediate access to a searchable document, you can act more efficiently to keep a work process moving forward.

Improve Productivity

- » Patterson Pope can extract data from incoming documents. Do away with manual data entry (and avoid the risks of error) with targeted document scanning that can set workflows in motion.

Ensure Accountability

- » Digitize documents to gain visibility into when something arrives, where it is sent, who has access to it and what's happening next.

Cut Costs

- » Patterson Pope takes your mail to a secure, central location. You can reallocate valuable real estate formerly needed for mail processing and file rooms and reallocate team members to higher-value tasks.

Greater Visibility

- » Whether using our workflow automation software or integrating files with an enterprise management software, you'll enjoy greater collaboration and communication. Digitization offers enhanced access to information, improved searchability and sharing of digital files.

A Case in Point

A county tax assessor's office mails thousands of documents annually informing personal and business property owners of the changes in the valuation of their property. Our client struggled to process the returned information in a timely manner, leading to delayed assessments, revaluations and appeals. Our client has a statutory responsibility to have the assessment and appeals completed by a specific date.

Challenges we encountered:

- » Departments were scanning with inconsistent scanning settings and image quality issues and were using sticky notes to cover sensitive data.
- » File storage was inconsistent and insecure.
- » There were no audit trail or quality checks.
- » Files were stored in multiple locations.

Patterson Pope's Solution:

- » We pick up the office's mail at PO boxes.
- » We securely return the mail to our secure offices.
- » We open, sort and prep the mail for scanning.
- » We scan the mail using our super-fast and technically superior BancTec Scanner.
- » We use the most recent technology to accurately capture all the relevant data and keywords.
- » Once the mail is scanned, it is securely imported into our client's document management system.
- » A process that used to take weeks now is completed in less than 24 hours.

Want to learn more? Contact us now for a free assessment.