

# BUILDING OPERATIONAL EFFICIENCY WITH A DIGITAL MAILROOM

## What is a digital mailroom?

Digital mailroom is the automation of incoming mail processes. Using document capture technologies, companies can digitize incoming mail and automate the classification and distribution to various business processes.

## What You Need to Know About the DIGITAL MAILROOM

**1** There is a rising tide of **INFORMATION CHAOS** threatening the ability of organizations to transform.

**4.5X** On average, the volume of incoming information will grow from X to 4.5X in the next two years.<sup>1</sup>

**2** **PAPER** is declining in relative terms as **DIGITAL CONTENT** grows, but it's still a problem.

**31.2 Billion** 31.2 billion pieces of mail businesses received in 2019, and 167 million bills are paid by mail every week. About 56% of households paid at least one bill by mail in 2019.<sup>2</sup>

**550 Billion** 550 billion is the estimated global annual invoice volume. 67% of organizations still use paper checks to pay suppliers.<sup>3</sup>

**3** **AUTOMATED PROCESSING** of all incoming paper and digital information in a **SINGLE STREAM** – the **DIGITAL MAILROOM** – is critical to addressing this **INFORMATION CHAOS**.

**69%** 69% of organizations say that **COVID** has forced them to rethink how they approach incoming mail.<sup>4</sup>

**73%** 73% say automated classification is the only way to “keep up with the volumes of data coming at us.”<sup>5</sup>

### Manual processing is not working

|   |  |  |
|---|--|--|
| <br>Cost                         | <br>Errors                      | <br>Customer Frustration          |
| <br>Lack of process transparency | <br>Downstream process failures | <br>Security and privacy failures |

**4** The **DIGITAL MAILROOM** is a prerequisite for downstream **PROCESS AUTOMATION**.

**81%** 81% say early capture of incoming documents is “very important” or “mission critical.”<sup>6</sup>

**5** What are the **CHALLENGES** in implementing a **DIGITAL MAILROOM**?

### Top reasons organizations are holding back with process automation:

**33%** Cost      **30%** Lack of skill<sup>7</sup>

### The technology itself is NOT the big barrier; here's what is:

**31%** Change management      **26%** Identifying and prioritizing requirements      **20%** Designing and implementing the system<sup>8</sup>

**6** What are the **BENEFITS** of a **DIGITAL MAILROOM**?

**35%** Remote worker collaboration and knowledge sharing      **33%** Information security      **31%** Management of high-value and/or time-sensitive mail

**29%** Process errors      **29%** Repeatable and standardized processes      **29%** “Digital only” mindset and culture<sup>9</sup>

## What Should You Do Now?

- 1** **CONNECT** with key departmental stakeholders
- 2** **DOCUMENT** incoming information flows in that department
- 3** **DIGITIZE** incoming departmental document flows
- 4** **INTEGRATE** information into key line-of-business processes
- 5** **SCALE** across departments

“Deployments have gone from hours, having to deploy changes on each of the 10 instances, to minutes using Ephesoft from hours, deployed on the central site...When COVID-19 impacted operations, we were able to quickly spin up users with the ability to work remotely to process eFaxes even when the mailroom and scanning functions were temporarily shut down.”

– Large Federal Government Agency

## IT'S EASY TO GET STARTED

[SCHEDULE A DEMO](#)

<sup>1</sup> AIIM, 2020, State of the IM Industry 2020: Are You a Digital Transformation Leader or Follower?  
<sup>2</sup> United States Postal Service, 2020, Household Diary Study  
<sup>3</sup> Content Results, 2021, Private survey, N=50 business decision-makers  
<sup>4</sup> Content Results, 2021, Private survey, N=50 business decision-makers  
<sup>5</sup> AIIM, 2019, Incorporating Intelligent Capture in Your Digital Transformation Strategy

<sup>6</sup> Content Results, 2021, Private survey, N=50 business decision-makers  
<sup>7</sup> AIIM, 2020, The Ultimate Guide to Improving Your Business Processes  
<sup>8</sup> Content Results, 2021, Private survey, N=50 business decision-makers  
<sup>9</sup> Content Results, 2021, Private survey, N=50 business decision-makers