

# Mailroom Operations

## Streamlined, Secure Image Processing

Processing and storing paper is the traditional method for government agencies to meet their record-keeping obligations. But paper is also costly, inconvenient and susceptible to damage or loss. That's why so many agencies have turned to image repositories to meet their long-term storage needs.



There's more room for improvement: agencies that receive information and payments through the mail can turn paper into images at the earliest touch-point: the mailroom.

By converting incoming mail into images upon receipt, you can:

- Minimize human error
- Increase flexibility
- Protect confidential information
- Eliminate costs.

### Maximize Your Mailroom

While government mailrooms have gained some efficiencies using high-speed mail-opening equipment, many still give envelope contents to a data entry operator afterward. Human error is inevitable.

Let an expert show you how to maximize your mailroom operations. We process millions of mailroom documents each day to help agencies meet efficiency and security goals. By intelligently automating the capture of form data, we'll increase accuracy while reducing costs.

### Our Federal Experience

- Experience hiring, training and retaining security-cleared personnel to process sensitive and confidential documents
- More than 80 million documents processed each year for federal agencies
- Social Security Administration
- Department of Homeland Security
- Department of Labor
- Department of Education

### Our Related Services

- Front-end mailroom
- Image capture
- Data capture
- Post-processing
- Storage

# Mailroom Operations

## Master Control

Our Master Control Program (MCP) provides an audit trail and monitors document progress in real time. Its stages include:

- **Input.** We scan documents upon receipt and bar-code them for tracking. We also accept electronic data from Web forms or faxes, and can convert stored document backlog to images on or off site.
- **Image and Data Capture.** We scan each document in your specified format, inspecting each image for quality. Our system recognizes document types and captures data from the right fields.
- **Workflow Queues.** Imaged documents are routed for processing and validation based on document type, account status and other data.
- **Post-Processing.** We sample images for quality control to ensure that image quality and indexing accuracy meet acceptable standards.
- **Storage and Destruction.** You can select our hosted repository with no per-seat license fees or a system installed on your server. Originals are stored securely or destroyed upon your approval.
- **Retrieval.** Stored images are easily retrieved by authorized users with a secure Web-based browser.

This solution provides secure and convenient access to your records wherever and whenever you need them – with maximum accuracy, auditability and accountability.

## Designed for Government Agencies

Our mailroom solution is designed by former government managers who understand agency needs, constraints and workflow. The benefits they've built in include:

- **Enhanced security.** Access control ensures only those who have a need to access or modify records can do so, maintaining file integrity.
- **Freed-up space.** With our secure off-site storage or document disposal, you can reclaim office space previously used for filing.
- **Better service for stakeholders.** Multiple users can access information simultaneously from a Web browser.
- **Peace of mind when disaster strikes.** Backing up images to multiple locations provides uninterrupted availability – no matter what.



## Our Qualifications

- Processing seven million mailroom documents per day
- Creating 10 million images per day
- Processing up to 340 distinct document types per client
- Solid track record with federal and state client agencies as well as high-volume commercial clients

## Contact Us

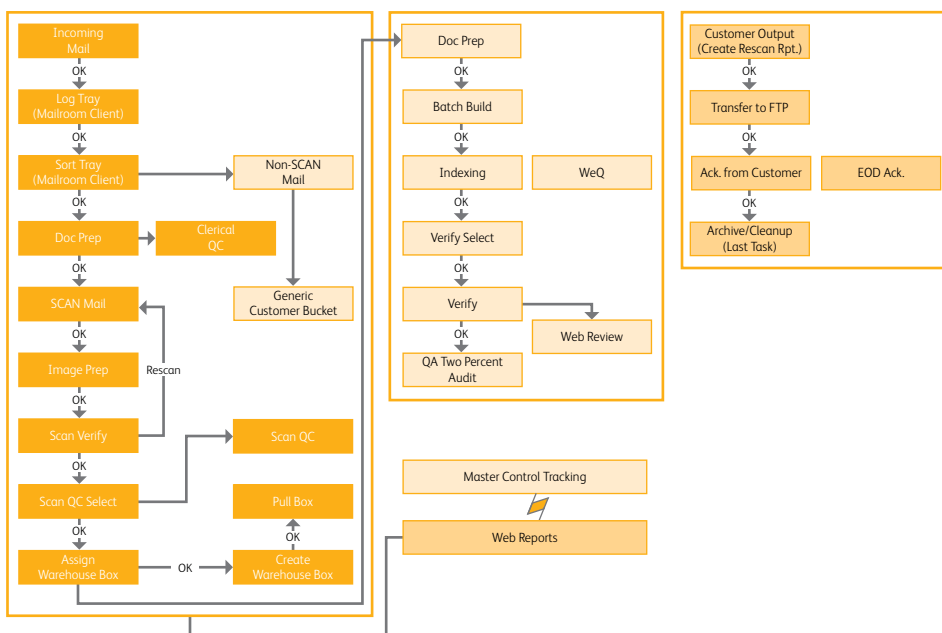
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## About ACS

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## Mailroom Operations Workflow: Input to Output



Our Master Control Process tracks image progress throughout the workflow. This delivers instant status data for project management, as well as real-time monitoring and reports. The benefit for you: a transparent view of our performance.



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