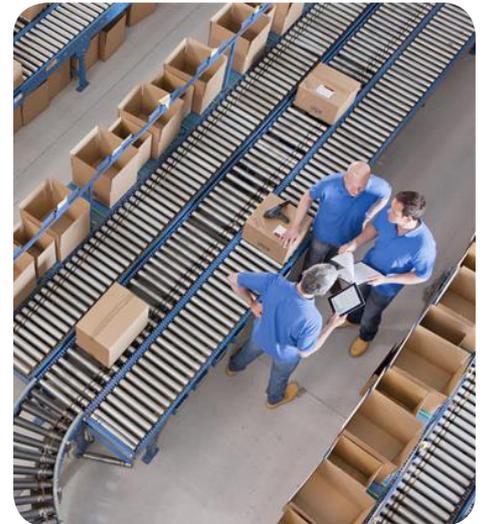


Xerox re-engineers the mail room at a global claims management company to help them move to a paperless office.



The Challenge

- Addressing a “paperless office” initiative, this global claims management company was looking to not only stop creating paper in their work environment, but also minimize the ingestion of external paper in the form of mail.
- Employees’ access to physical files could take several business days, hindered by lengthy document retrieval and shipping processes, which negatively impacted customer satisfaction, and added unnecessary document management operational costs.
- The company needed a solution to convert critical business documents into a digital format that could be stored and conveniently accessed at any time.

The Solution

- To meet the custom imaging needs of the client, Xerox utilized an experienced and skilled staff who delivered a best-in-class digitization solution.
- The claims management company has their mail directed to a PO Box that is transported daily to the Xerox Digital Hub where the mail is opened, scanned, indexed by the recipient’s name, and uploaded into the client’s content management system.
- The company’s employees now handle no paper mail—instead, they receive an email indicating that a digital copy of the mail item has been received and a link is provided to directly access their personal “mailbox” to view the images.
- Each document received was inspected and was processed through standard document preparation.
- Documents were scanned according to the client’s image quality requirements, while adding features such as automatic indexing, security, and accessibility to become “intelligent documents”.
- Each file was categorized and named according to a taxonomy that was developed in partnership with Xerox.
- Once the hard copy documents had been digitized they were destroyed in a secure manner and the digital documents became “certified true copies”.

The Result

- Approximately 1,000 hard copy documents are processed at the Xerox Digital Hub per month, which are a mixture of mail items and office documents.
- Xerox now receives all mail intended for the client’s Canadian office (with the exception of courier packages), which eliminated the need to staff a full-time mailroom operation.
- Since mail documents arrive in a digital format, the files are immediately integrated into electronic workflows without the need to scan or dispose of paper originals onsite.
- Reduced the labour-intensive process of accessing physical files by enabling efficient electronic archival, storage, and retrieval.
- Security and control measures added from the Xerox Digital Hub allowed the company to preserve the integrity of documents for future use: ISO/IEC 27001:2013 (information security), and ISO 9001:2008 (information quality).