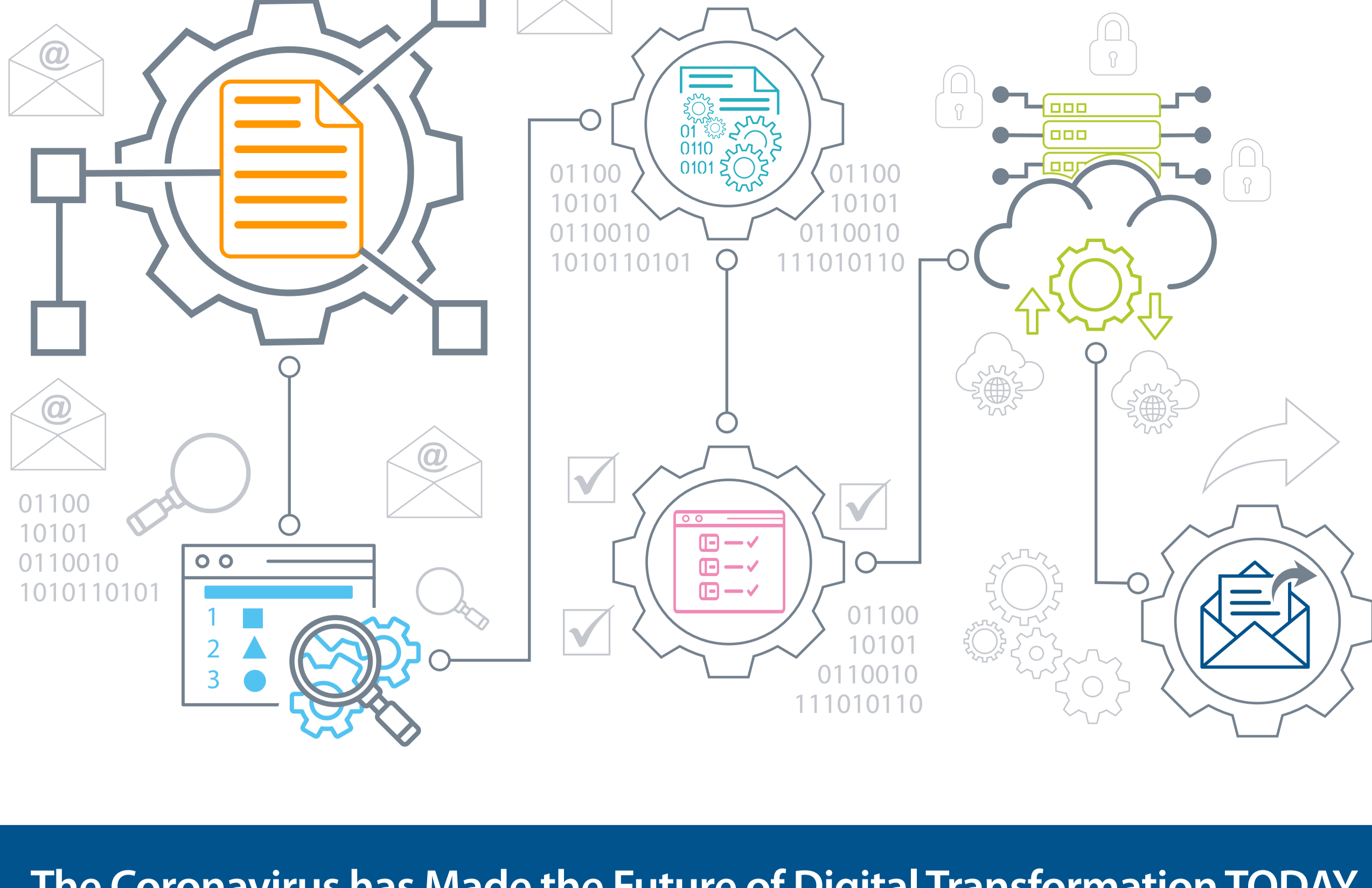


# The Age of Digital Mailroom Services



The Coronavirus has Made the Future of Digital Transformation TODAY.



## COVID-19 is forcing organizations to rethink business operations, including incoming mail

Most workers are working from home, yet important mail such as contracts, customer correspondence, invoices, letters of credit, and other business-critical paperwork are still being delivered.



**60%-70%**

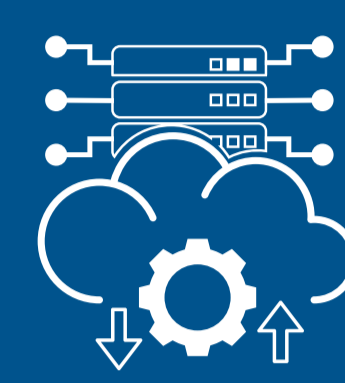


In a typical mail center today, 60% to 70% of the labor is spent sorting incoming mail.

*(Mailing Systems Technology magazine)*

## Continued Access to Critical Mail

It is imperative that your mail isn't sitting during this time of crisis. Gain control by automating incoming paper mail.

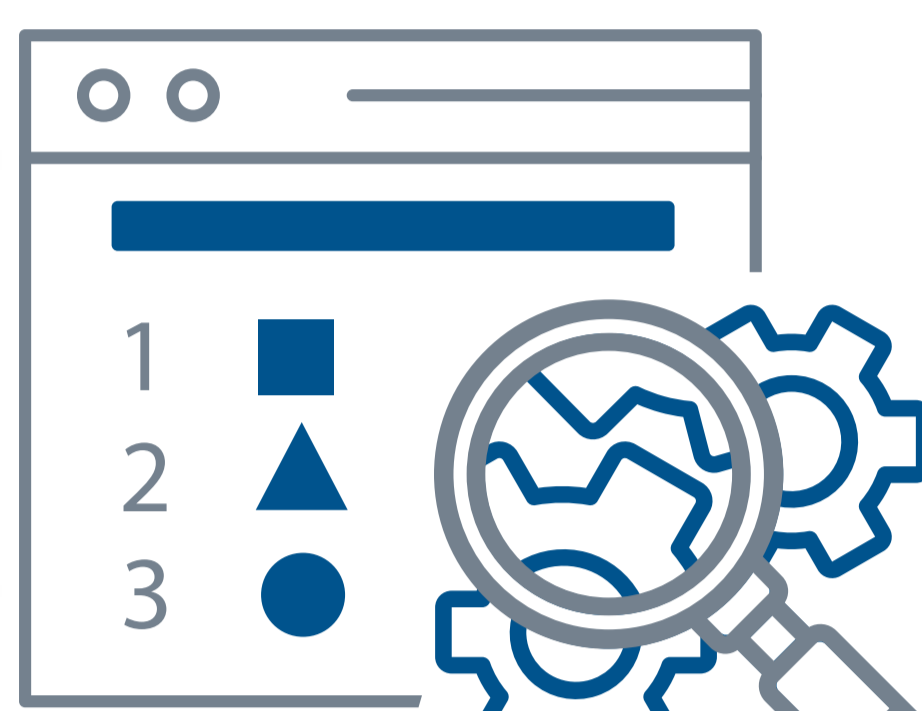


**80.8%**

The vast majority of firms (80.8%) still use paper checks to pay their suppliers

**72.4%**

A significant share of invoices (72.4%) arrive via postal mail



*(According to Corcentric)*



## Secure Home-Based Workforce

There has been a dramatic uptick in cyber-attacks trying to take advantage of the coronavirus outbreak. Use Digital Mailroom services to boost security and privacy.



**20%**



The number of attempted data security hacks has increased 20% since March 2020

*(According to Zscaler)*

## Capture Opportunity in a Post-Pandemic Business World

Digital Transformation is all about using information to improve the performance of the organization and now is the time to take action.



### Top 3 capture capabilities

**48%**

= Extraction of data from forms with fixed structures



**43%**

= Barcode extraction from PDF and other digital documents



**37%**

= Free form extraction of data from unstructured documents

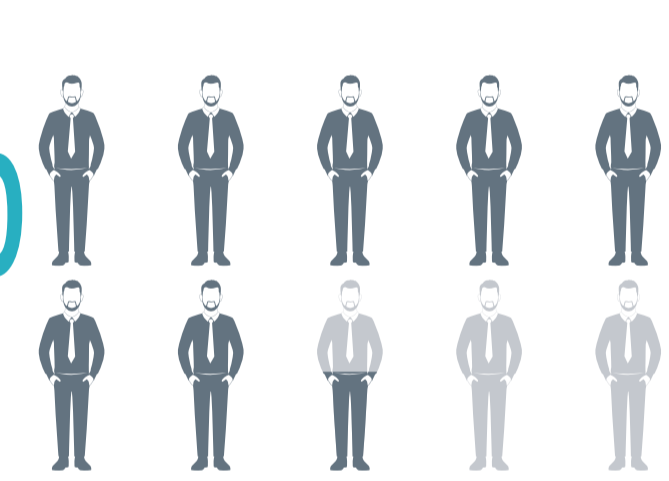


## Capture Data at the Point of Entry

The sooner information becomes digital the sooner it can be used to improve an organization's performance.



**75%**



Getting the right information to the right person in context is a problem for 75% of organizations

*(AIIM 2019 report Implementing a Digital Workforce)*

## Automation and Scanning as a Tool for Process Improvement

Scanning and digitizing incoming mail will take an increasingly critical role for organizations rethinking the workplace post-pandemic.



### Top Three Most Important Goals for Digitization

**56%**

Increased Efficiency and Productivity



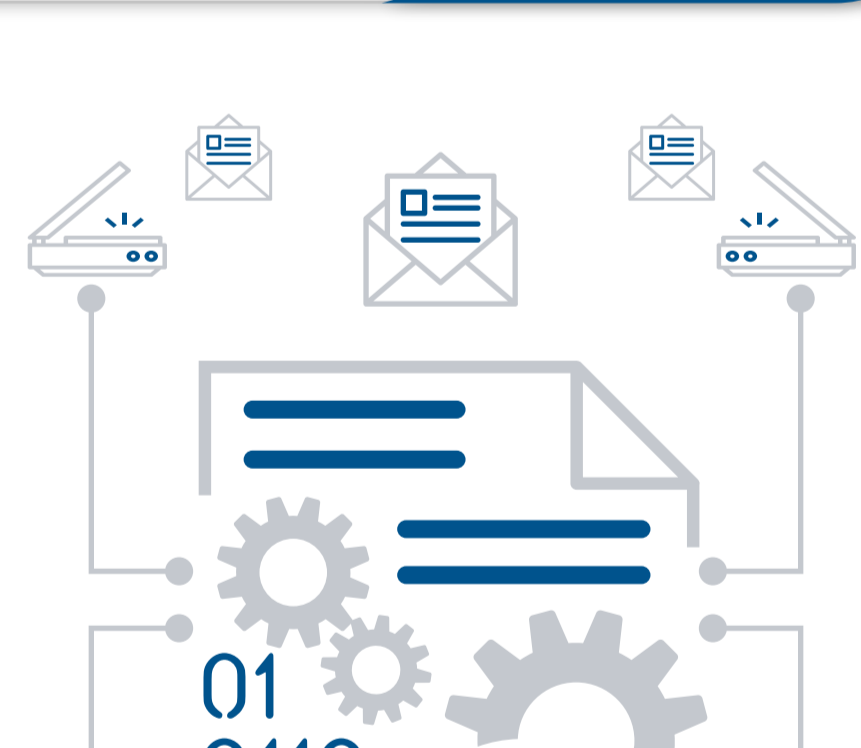
**45%**

Greater Problem Solving and Collaboration



**38%**

Better Levels of Customer Service



## Boost Business Continuity

With Digital Mailroom Services, you'll never miss an important communication while working remotely or in times of emergency.



### Best Practices:



Scan inbound physical mail as it arrives and enter the data into a digital records repository



Classify and index documents for quick retrieval by remote workers



Consolidate information across geographic locations and departments



Enable role-based permission to authorized users to access information wherever and whenever

## Recommendations:



What are some best practices to consider? Move forward with these.



Focus on identifying and building the core capabilities workers need to get their work done



Look to ingest information as soon as possible – at the first touchpoint



Understand the practical tools knowledge workers currently use to integrate information assets into their process responsibilities



Experiment with automation tools that go beyond traditional BPM and ECM capabilities



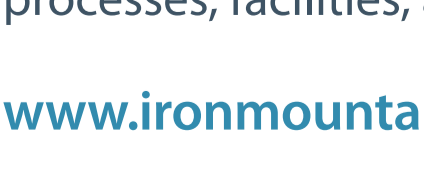
Look to leverage digital mail to improve organizational performance... and not just 'survive'

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