

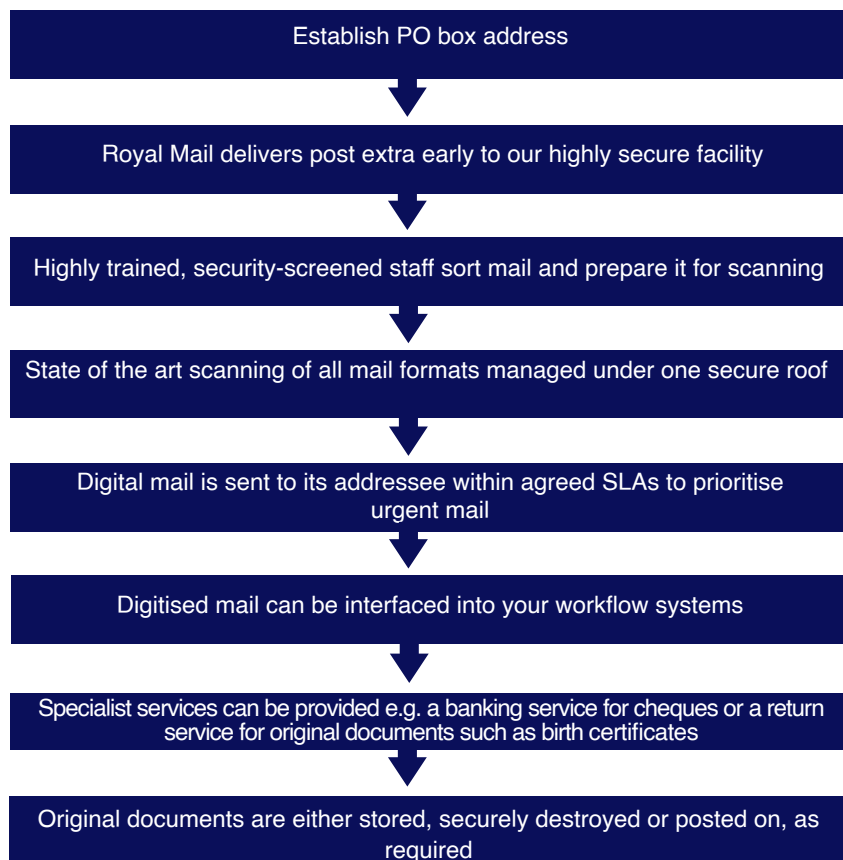
## Digital Mailroom overview

Capita's Digital Mailroom is a collaboration of key solutions that automatically recognise inbound communications (traditional mail, email, fax, SMS and web traffic) then process according to its type.

We provide a scalable and flexible service for receiving and processing incoming communications. This involves digitising content, intelligently capturing data, analysing it and directing relevant, timely information into your organisation.



# Digital Mailroom - How it works



## From envelope to screen within the day

From Tenby to Thurso, we can deliver any piece of mail to any member of staff within the day.

Our arrangement with Royal Mail means we are able to ensure early morning deliveries of all your hardcopy mail to our own facilities. Upon arrival that mail is then processed by our security-screened teams.

Crucially, every piece of it is converted into a digital file before being sent on its way electronically to the person who needs it, on-screen and ready for action.

Even better, the information contained in the mail can be automatically fed into your workflow systems. Location ceases to be an issue; misfiled documentation no longer a concern. The result is streamlined, tracked processes and operations delivering mail to the right person, at the right time, in the right format.

## Certified to

- ISO 9001
- ISO 14001
- ISO 22301
- ISO 27001
- ISO 45001
- BS EN 10008
- BS EN 15713

## Benefits

### ■ Streamlined processes

Business-critical documents (including £multi-million cheques) are handled quickly and securely; minimising the time they are in transit and speeding the time to banks / end recipients

### ■ Improved productivity

Optimising the way information and data is processed when entering your organisation allows you to focus on your clients and core business objectives

### ■ Improved tracking

Automatic recording and indexing gives organisations an instant audit trail

### ■ Agility

We build robust, scalable solutions that will support future growth

### ■ Cost savings

Through digitising and automating processes, and consolidation of real estate, reduces costs throughout the organisation

## Compliant procedures and clarity over your operations

Our end-to-end solution gives our clients greater visibility over the volume and type of information coming into the organisation. This enables operational efficiencies, trend analysis and reduced cost.

## Specialist services

### Payments Processing

Cheque and payment processing services available within our Digital Mailroom service can be used to accelerate revenue collection. We provide comprehensive daily banking reports for clients.

**We bank over £1.5 billion worth of cheques every year!**

### Goneaway mailing

We offer our clients a returns handling service for undelivered mail. This involves identifying why the mail item has not been delivered and who the addressee was. This can be combined with a tracing service offering to find the correct address and allow databases to be updated.

### Cherished documents

We receive and validate a high volume of cherished items such as birth certificates, share certificates, passports, visas and driving licenses. Our rigorous, secure process ensures that these documents are processed as efficiently as possible, before being returned to the sender.



Find out more at:

[www.capitaintelligentcommunications.co.uk](http://www.capitaintelligentcommunications.co.uk)

Or contact us at [info-cic@capita.com](mailto:info-cic@capita.com)

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