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## The new mail model

Amy Wright of Storetec explores how digital mailroom services can help to drive operational efficiency

Removing self-managed paper mailrooms can yield tremendous opportunities for businesses to drive operational efficiency and save valuable time and money. Today's organisations are increasingly encompassing a more digital way of working. Many businesses already utilise digital systems such as e-signatures and cloud-based document management, so why is Digital Mailroom only used by a minority of businesses? Transitioning to a digital archive should certainly be a gradual process - ensuring day to day operations are not affected - however, the sooner businesses can implement a digital mailroom, the sooner they can streamline workflow.

"Digital Mailroom is a solution to streamline, automate and provide insights and visibility into the whole mail lifecycle" says David Wilkinson, director, and one of the founders of, Storetec. As market leaders in the document management industry, Storetec has found that many organisations choose to digitise existing archives which often consist of old correspondence and mail. Rather than delay the process and wait for the paper records to pile up in the corner of your office, why not implement an on-going Digital Mailroom solution?

The standard practice for handling mail in many businesses often includes delegating a member of staff the

responsibility of opening and sorting all incoming mail. For large organisations which have multiple departments, this process can be highly time-consuming. A Digital Mailroom that scans and electronically transfers incoming mail enables a modern, resourceful environment that doesn't compromise employees or waste time.

According to one recent article on the Global Banking & Finance Review news site, "Over three-quarters (76%) of British businesses say that a proportion of inbound mail and communications is incorrectly allocated due to physical handling, creating an environment that can potentially put personal data at risk."

Manually sorting incoming mail also raises confidentiality and security concerns. Letters addressed to senior management and directors may hold private information regarding share prices, investments or employee information. The concern which arises may not necessarily be regarding the trustworthiness of the employee delegated the responsibility of opening mail, but the chance that this information is accidentally seen by other members of staff. Digital mail can be forwarded onto the correct addressee at first instance, meaning confidential records remain confidential. In addition, digital contracts & agreements can be e-signed resulting in a fast, seamless exchange.

Another concern with incoming paper mail is the possibility that business critical records are lost or misplaced before they reach the correct addressee. Digital Mailroom offers a fully traceable and auditable mailroom management and tracking solution with faster mail delivery. This means that if required, managers can log onto the cloud-based management system and identify: the correspondence recipient, the date and time the correspondence was sent and the actions the receiver took to manage the document i.e. print, download, email etc.

Storetec has designed its Digital Mailroom service to guarantee integration with our cloud-based document management system, FreeDocs. Once the physical mail has been received, Storetec will digitise and securely transfer the correspondence the correct addressee. FreeDocs can be customised to create any filing structure to suit the client's preference. For example, general correspondence such as invoices can be saved under 'Accounts - Invoice' by date, month, or year if required.

Digital Mailroom will soon become standard practices in many organisations. If your company is looking to improve operational efficiency by encompassing a more digital way of working, please contact Storetec today.

**More info: [www.storetec.net](http://www.storetec.net)**

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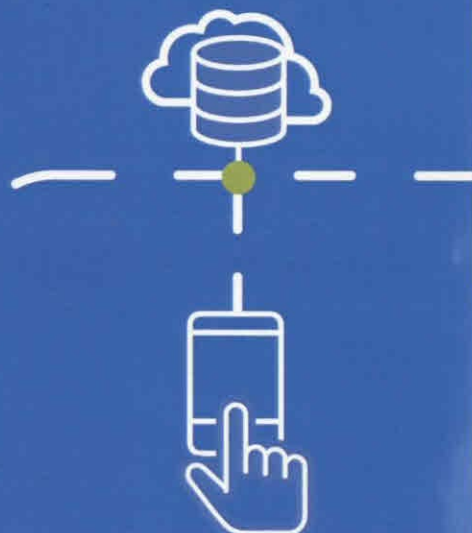
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