

Alaris

a Kodak Alaris business

Alaris - Digital Mailroom Solutions





Advance Document Capture

Ensuring data is captured correctly across any organisation can contribute to success. Making data available quickly, accurately and conveniently enables organisational efficiency, improved productivity, and improved customer service.

Alaris' mailroom automation software helps businesses automatically classify, separate, sort and extract data from paper, fax and electronic documents. Alaris makes business critical information available to business processes and customers faster and more accurately.

THE CHALLENGE

Mailrooms can be plagued with a multitude of problems. Mailroom staff often have time consuming tasks such as opening, recording and labelling all incoming documents. They must identify, sort, photocopy and deliver mail to several departments, sometimes in different cities or even countries, which is yet another process. What happens if an invoice or payment falls through the cracks and vanishes? Or even worse, a critical time-sensitive document disappears? The best business decisions depend on thorough and timely information. When important post is waiting to be processed, it slows down the entire company. From new orders, approvals, contracts and other important documents, decision-makers can't afford to wait for information.

Transforming business with Alaris

It takes an integrated approach to information capture to help you succeed. The Alaris IN2 Ecosystem offers:

- Robust, award winning scanner line
- Software solutions that drive efficiency across the organisation
- Services to keep your information capture solutions running flawlessly



The Solution

The Alaris advanced document capture solution automates mailroom processes and quickly identifies and sorts documents based on its content. The platform distinguishes between invoices, orders, payments, contracts and any other forms of mail without inserting patch code pages or separator sheets. Your manual mail document and distribution process can be transformed into an accurate, well-structured and productive method.

Alaris' automation software delivers verifiable results to provide complete visibility into incoming documents and information through our user-friendly interface, enabling companies to track, review and modify their data. By automatically classifying, separating, sorting and extracting data from incoming documents in paper and electronic formats, our solutions can identify the information you need without manual data entry and without time-consuming document sorting.

Every mistake made by manual data entry costs your company valuable time and money. The Alaris solution can instantly and accurately extract the data from the entire document, including line-by-line items. The system will validate this data with your Line of Business systems, flag exceptions, then direct the extracted data to appropriate internal systems for processing. Your mailroom team can now eliminate data entry duplications and delays, and focus on more critical, high-value tasks.

THE BENEFITS

Large organisations that have numerous remote locations, either domestically or across the globe, will have no issue processing their incoming mail documents. That's because the Alaris solution is 100% web-based, either on-premise or in the cloud. The flexibility to access information via any workstation around the globe without installing or updating software at each station is a critical benefit. A digital mailroom represents a massive advance in productivity for an organisation.

Discovery questions current state

- What is your document digitisation strategy?
- What paper intensive/manual intensive workflows do you currently manage?
- How does paper impact the time and cost of the process?
- How do these paper/manual intensive processes impact the customer experience?
- Where are document images stored in your agency? SharePoint/ Documentum/Alfresco/SAP/ Network Folders/LOB system?
- Does information get into your business applications as quickly and as accurately as you need?



Customer Experience

Another positive impact of the improved processing speeds is an improved customer experience. With the drive toward 'on-demand' services organisations are increasingly aware of the need to speed up their customer-facing process times. Speed of transaction completion is a huge part of customer satisfaction and has an influence on customer attrition rates. Organisations have discovered that Advanced Document Capture solutions process documents up to 20 times faster than their old manual methods.

OPERATIONAL EFFICIENCY

With this movement towards a digital way of working the Financial Services industry is realising high levels of operational cost reduction, improved regulatory compliance, and quicker transaction completion times. This has a positive effect on their overall cost/income ratio.

With the impact that time has on the customer experience and operational costs, capturing, validating, extracting and routing data has never been more important. Customer service level agreements are able to reduce and become more competitive with online-only competitors.

SUMMARY

Financial Services organisations are focused on the adoption of technology to enhance customer experience and deliver improved cost/income ratio results. Advanced Document Capture solutions from Alaris are able to automate current manual processes to deliver faster transaction times, improve efficiency, lower costs and improve compliance levels. It is important that you find out what your customer's current situation is and what they want to achieve so Alaris can help you deliver the results.

Discovery questions desired state

- What do you envisage the customer experience becoming?
- What impact would this have on your customer experience?
- What changes do you want to see in time and costs associated with your processes?

To learn more: kodakalaris.com/en-gb/b2b, kodakalaris.com/en-gb/b2b/ecosystem

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