Are paper-based, manual-touch processes putting a chokehold on your business? Do you want to improve your responsiveness to customers in a fast-moving, mobile world? Then it’s time to transform to an automated, digital workflow.

**What is a digital mailroom?**
A digital mailroom captures incoming information arriving by mail, email, fax or other channels and moves it into a digital workflow. Hard-copy correspondence and forms are scanned, digitized and automatically routed to appropriate departments for handling. A digital mailroom is the cornerstone of a complete Enterprise Content Management (ECM) solution—the strategies, tools and technologies for managing an organization’s information through its entire lifecycle.

**What happens in a typical digital mailroom workflow?**
The goal of a digital mailroom is to automate workflow where possible to reduce the number of manual touches. Incoming documents are scanned and digitized, and software automatically classifies forms for routing to the appropriate business processes. Optical Character Recognition (OCR) technology automatically extracts and validates information for use in databases and business applications. Faxes and electronic documents are routed through servers into the digital workflow.

**What are the benefits of a digital mailroom?**
Transforming paper processes into a digital workflow can deliver numerous benefits, including:
- Improved responsiveness to customers
- Reduced transaction time
- Improved searchability and sharability of documents
- Improved project collaboration
- Agile and mobile working environments via laptop, tablet or smartphone any time of day
- Improved information security and compliance
- Can free up facility space used for work or document storage
- Can reduce headcount required for manual processes

**What is a typical ROI timeframe for digital mailroom investment?**
ROI will vary depending on the scope and the complexity of the organization’s business processes. A study by AIIM, the industry association for information professionals, found that the payback period for scanning and capture investments was 12 months or less for 46 percent of organizations and 18 months or less for 64 percent of organizations.

Part Two of our Digital Mailroom FAQs will answer questions about how to monitor performance, meeting compliance regulations and the typical ROI timeframe for digital mailroom investment. Want to learn more now? Call DATAMARK at 800-477-1944 or fill out a Contact Form at: www.datamark.net/services/digital-mailroom-services