Digital Mailroom FAQs

Are paper-based, manual-touch processes putting a chokehold on your business? Part Two on transforming to an automated, digital workflow.

- **What software is available for digital mailrooms?**
  There are many software platforms for digital mailroom in the market, which makes it difficult and time-consuming and for organizations to research, sort and test for the best solution. Sometimes companies will invest in expensive software, but won’t have the time or expertise to unlock the full potential of the platform’s capture, recognition and automation features. An experienced service provider such as DATAMARK can assist with selecting a digital mailroom platform that best meets your business requirements.

- **Can a digital mailroom process meet my compliance requirements?**
  Yes, this is one of great advantages of a digital process. Permissions can be set so only authorized individuals or groups handle certain documents. An audit trail can be established so that you will know when a document has been checked in or out, where it is, and who revised it. ECM strategies will typically allow for only one final copy of a document (and a backup) to exist, so that there are not several versions of the document in multiple locations. Digital document processes improve searchability and retrieval.

- **How can I monitor the performance of my digital mailroom?**
  Another benefit of a digital workflow is the ability to monitor performance indicators such as numbers of documents processed, time held in queue and audit trails. Software platforms typically incorporate performance dashboards for analytics and process management.

- **What are the benefits of outsourcing the management of my digital mailroom?**
  Outsourcing to a specialist adds another dimension to the benefits available from a digital mailroom. Whether the mailroom is managed on-site (at your facility) or at an off-site processing center, improved efficiency and cost savings can be realized through better labor rates, improved technology and equipment, and re-engineered workflows. Industry analysts estimate cost savings as much as 50 percent by consolidating mailroom operations and outsourcing to a specialist provider; and savings of 15 to 20 percent for on-site mailroom services. Outsourcing to a digital mailroom service provider can also free up resources and facility space and allow you to concentrate on your core business competencies.

- **I’m interested! What is the next step?**
  Call DATAMARK at 800-477-1944 or fill out a Contact Form at: www.datamark.net/services/digital-mailroom-services