Digital Mailroom

Challenge

The customer, a UK Financial Services Organisation, facilitated an orderly management of the closed mortgage books of a number of financial service providers to maximise value for taxpayers, while ensuring that the companies continue to treat customers fairly, deliver consistently high levels of service and support those customers facing financial difficulty.

Through consolidation, the customer faced various challenges inherent from the requirement to reconcile processes. Some of the challenges the company faced were:

+ Fragmented processes performed at varied locations.

+ Different technologies used at each location.

+ Unified training approach for personnel trained as per different business methods and ethics.

+ Digitising all correspondence channels in order to optimise the business processes through workflow technology.

XBP Europe offers Digital Mailroom Services

XBP Europe implemented high speed open track scanning capable of handling mixed, variable quality documents, full page OCR digital conversion and document classification services using both technology tools and human operators in a managed outsource contract from the XBP Europe BPO Centre in Durham (UK). We handled all inbound streams of work arriving via inward post and couriers from the client's operational sites. Most of the mail received was digitised according to agreed procedures and made available through seamless integration with the customer's workflow systems.

Work streams include original mail items such as contracts or designated original documents which are scanned and forwarded to the customer or replaced with a surrogate document. XBP Europe uses "fuzzy logic" and word recognition learning technology in order to automate document indexing and classification for a large number of unstructured and free text documents received by the customer.
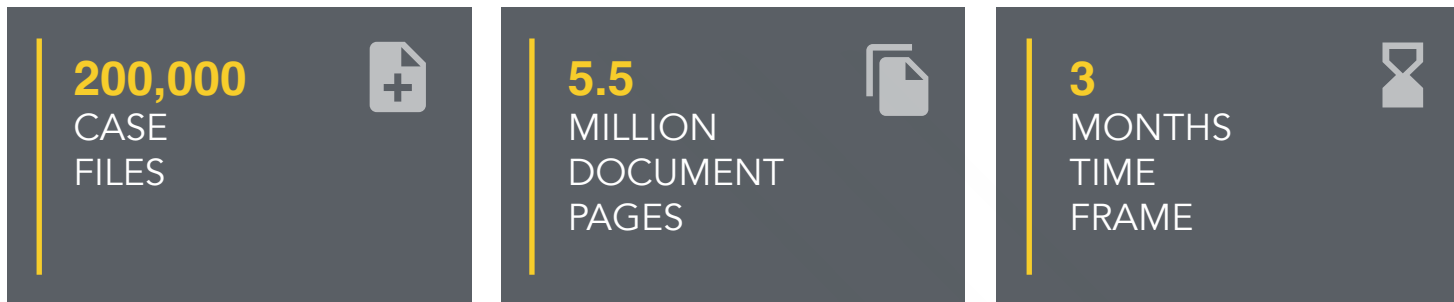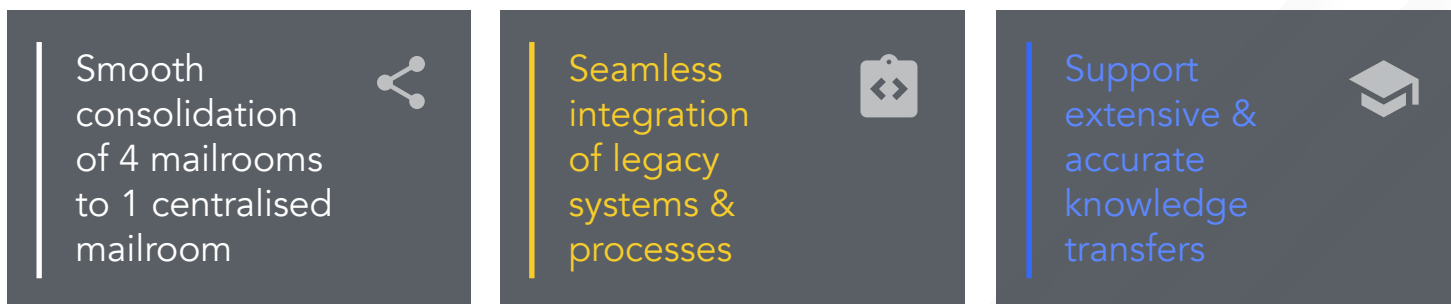
Implementation

Phase 1

XBP Europe started with backfile digitisation exercise with full digitisation and indexing of the mortgage related documents. XBP Europe managed the digitisation onsite using our own scanning technology to avoid risk of moving documents offsite.

200,000 CASE FILES	**5.5** MILLION DOCUMENT PAGES	**3** MONTHS TIME FRAME

Phase 2

XBP Europe then worked with the customer to achieve their transition goals. Our centralised mail-room solution implementation was parallelly managed with the customer's implementation of a work-flow platform with a third party. XBP Europe worked to a centralised programme plan with interde-pendencies identified and managed between XBP Europe, the customer and the workflow platform provider.

Smooth consolidation of 4 mailrooms to 1 centralised mailroom	Seamless integration of legacy systems & processes	Support extensive & accurate knowledge transfers

About

XBP Europe offers innovative solutions for customers to streamline complex bills and payments processes. We help enterprises, SMBs and public sector organisations globally to rethink transactions, digitisation, operations, communications and remote working. Get in touch today.

Benefits with XBP Europe's Digital Mailroom

XBP Europe's service transformation and automation model provided great results for the organisation. It also streamlined processes and achieved productivity gains through constant drive for improvement, allowing the headcount to reduce further within the central XBP Europe location.

3 mailrooms consolidated to 1 centralised & automated mailroom	**67%** reduction in headcount for paper-handling processes	**70%** achievement rate for Straight Through Processing

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