

Digital Mailroom

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Accelerate your digital transformation with Ricoh's Digital Mailroom

A suite of services and solutions tailor-made for your individual business requirement

Whether you have a traditional mailroom handling physical mail and parcels or need to manage and distribute thousands of digital documents to the right people or workflows, Ricoh's Digital Mailroom can transform your processes.

We know every business will require a unique solution, which is where our tailor-made approach has already helped global businesses streamline their workflows, increasing their efficiency whilst also reducing their costs.

Adapt to the 'new normal' by enabling and supporting remote working

Imagine a process where mail is distributed to all of your staff whether working in the office or at home/remotely. Ricoh's Digital Mailroom offers a simple solution to deliver all mail to the right people, wherever they are. Offering the customer the option of scanning on or off-site and delivering content digitally.

Reduce your operational expenditure

Traditional mailrooms rely heavily on personnel to process incoming mail (whether physical or digital). These can be significantly scaled down using a suite of Ricoh's Digital Mailroom services. Manual processes and additional steps required to input inbound mail data into business systems can also be automated, speeding up processing and transaction times.

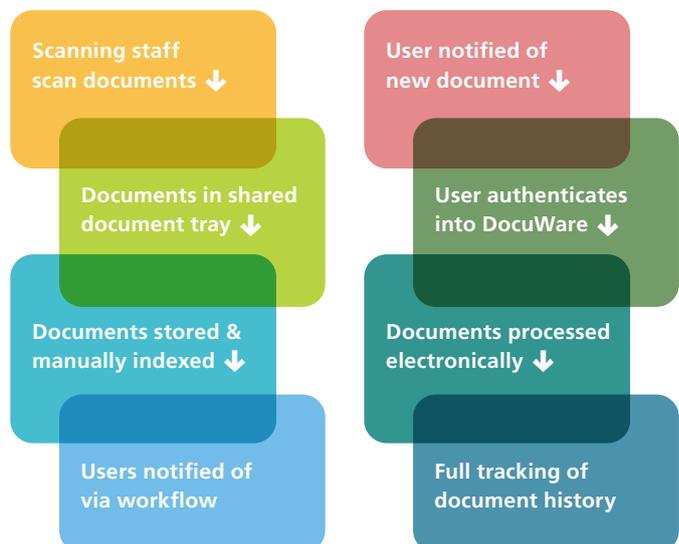
Utilise inefficient space more effectively

Ricoh's Digital Mailroom can be implemented on or off-site, either reducing the office space needed or removing it completely, freeing up your valuable space to be used more efficiently.

Peace of mind security and compliance

Ricoh's Digital Mailroom has security and compliance at the heart of its system. With end to end encryption, messages are scrambled, and only decipherable by the sender and the recipient so that no one can see the contents of a message while it's in transit. In addition, adherence to compliance and governance such as GDPR is ensured through increased traceability and auditability.

Typical Ricoh Digital Mailroom workflows



Simplify mail management digitally with Ricoh

Improve your client service and operational efficiency

Many businesses suffer from inefficient mail and parcel delivery processes, relying on age-old manual, paper-based systems, causing errors and potentially costly reworking if critical customer information is processed incorrectly.

With Ricoh's Digital Mailroom, these processes can be accelerated, transforming businesses to become more agile and more efficient by digitising inbound critical correspondence via your location or Ricoh's off-site locations

A fully managed service that runs smoothly and efficiently

As a managed service you're assured that your internal mailroom will run smoothly and efficiently with Ricoh's Digital Mailroom.

Whether you're looking for a partner to handle the sorting and distribution of your physical mail, or wish to automate and digitise your inbound mail processes, Ricoh's Digital Mailroom solutions can help you manage your mail on or off your premises.



Not just paper, all inbound communications



Automation



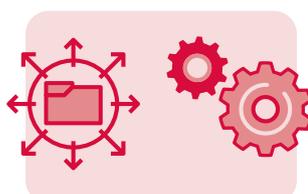
Capture information



Multichannel capture

Extraction & verification

Automate processes



Case management

Workflow & process automation

Manage content



Content management

Search

Engage digitally



Customer communication management

E-signature & signature verification



Ricoh's Digital Mailroom is transforming global businesses

As a tailor-made solution, Ricoh's Digital Mailroom can be applied to any business sector, from medium-sized organisations to enterprise level businesses regardless of physical locations.

Case study – Insurance sector

A business handling 100,000 physical letters a year with multiple cabinets of confidential material which required streamlining of their document handling functions.

Ricoh replaced several existing suppliers with a single Ricoh BPO service. Implementing a web-based portal where staff can process all their document needs. The system tracks and monitors SLAs and provides real-time access to Management Information.

All incoming mail is scanned and distributed electronically to relevant departments, or an individual via email or mobile.

Outgoing mail is sent to the mailroom, then printed and mailed out. Historical documents, such as administration filing and client paper work, was also scanned and filed electronically.

All new documentation is now handled digitally with Ricoh staff deployed in the clients' offices to provide additional mail, stationery, printing and recycling services.

A new CRD was set up to replace complex and high-volume print work that was taking up valuable employee time.

Ricoh's own digital production centre is used for mail and scanning and handling overflow print and mailroom requirements.

The business realised 30% cost savings every year and now supports a more agile working environment.

Case study – Health sector

A health company providing services for millions of customers with multiple offices employing thousands of people.

The company considered digitising its in-house service, employing intelligent technology to automate mail capture and distribution. However, faced with a declining workload and recognising that mail distribution was a non-core business process, they decided to take advantage of Ricoh's managed off-site mailroom service.

Inbound mail is now directed to Ricoh where operatives digitise documents and forward them electronically to the appropriate recipient. The ISAE 3402-certified workflow protects customer confidentiality and ensures compliance with regulatory standards. The company now just pays for services as consumed.

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