firstsource

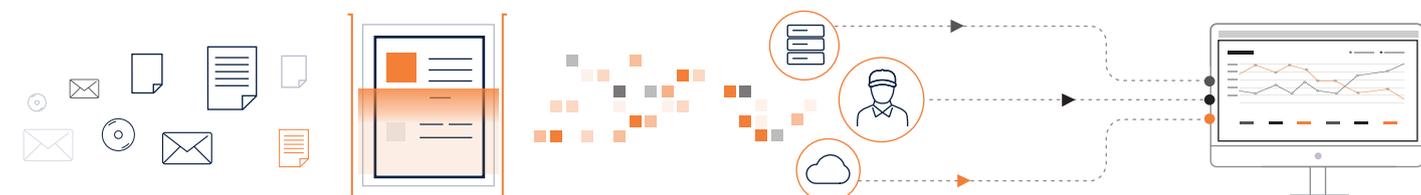Health Plans and Healthcare Services

Digital Post Office

Reboot physical mail and document processing for organization-wide benefits

With businesses shifting to a remote work model and hybrid models of work here to stay, ensuring uninterrupted information flow is more important than ever. Manual sorting, processing and distribution of inbound paper mail to remote operations teams introduces errors and delays into the system, impacting timely decision making, increasing operational costs and jeopardizing customer relationships. An Intelligent Digital Mailroom solution is vital to securely and compliantly synthesizing information at the point of entry and keeps your business running at the speed of digital.

Firstsource's Digital Post Office harnesses advanced digital workflow technology to rapidly process incoming paper mail, ensuring that business critical information is available at the point of need within minutes.

What we do

With offices across the US, we can help you deploy the Digital Post Office solution in minimal time. The solution accelerates the end-to-end process of sorting, scanning and directing information to users. You can choose to store your mails over the short or long term or have them shredded securely.

Rapid data ingestion	Digital extraction & encryption	Intelligent routing	Electronic delivery
High speed scanners for accelerated data intake	Intelligent OCR engines and algorithms	Information automatically forwarded to downstream systems including cloud storage and business systems of record	Electronic routing, delivery and extensive audit trails

Receipt of mail

We leverage a hub and spoke model, gathering your paper mail at your office or picking it up from a PO Box. Alternatively, we can set up Digital Mailroom operations on your premises.

Through and through encryption

The digitized mail is encrypted prior to being passed through an OCR engine and automatically routed to the proper queue in a secured network.

Intelligent Data Capture

High-speed scanners, underpinned by our proprietary workflow solution Sympraxis®, accelerate data ingestion from physical documents. Sympraxis® taps into Artificial Intelligence (AI) and uses the Convolutional Neural Network to identify various document types.

Global access

Employees located anywhere in the world can access the digitized content via a multi-user interface, within a matter of minutes or hours. The solution builds an audit trail across the process, providing visibility into every edit and open – for each document.

Automated extraction and quality control

We deploy four industry-leading Optical Character Recognition (OCR)/Intelligent Character Recognition (ICR) engines. The output from these engines is passed through a voting algorithm to ensure the highest level of accuracy.

Keep your business-critical operations running seamlessly

Reduce
operational costs by 30% to 40%

Save on labor, transportation, storage and eliminate duplication and inefficient scanning.

Boost
efficiency and productivity

Streamline operations and enhance speed, flexibility and decision making.

Optimize
security and privacy

End-to-end encryption and consolidated audit trails for rigorous security and compliance.

Improve
customer responsiveness

Slash response times from days to hours, enhancing customer experience and satisfaction.

Drive
seamless integration and scalability

Easy integration coupled with an agnostic and scalable platform ensures minimal disruption and offers total control over operations for rapid ROI.

We handle your mailroom challenges, so you can focus on your business

Over **20 years** of experience in business process automation

Processed over **200 million** pages across our Digital Mailrooms

Nearly **12 million** pages of data captured every year

Are you keen on improving your operational excellence? Would you like to offer your customers a better experience and improve your responsiveness? We can help you digitally transform your mailroom operations through automation and AI.

To speak to our experts, **click here**