RICOH Intelligent Delivery Services

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IT Meets the Mailroom

In the New World of Work, traditional mail processing can inhibit your overall efficiency. Do you struggle with large amounts of junk mail? What about mail sent to the wrong place that has to be manually re-routed? How do you handle mail delivery when recipients are traveling or don't work at assigned desks? With Ricoh as your Intelligent Delivery Services partner, you can combat these challenges. Ricoh's robust technology creates workstyle innovation by converting hard copy envelope information to digital communication, enabling envelope retrieval on multiple devices, learning delivery preferences and providing analytics tools.

Intelligent Routing Decisions

Effective mail delivery starts with identifying the correct destination – and Ricoh's delivery system uses smart technology to make it simple. First, the system extracts key recipient information from the envelope using Optical Character Recognition (OCR). Next, the system compares envelope data to current employee locations/preferences and chooses the correct destination – from Accounts Payable to junk mail to specific workflows and more. Because the system can learn your preferences over time, you spend less time dealing with mail routing and more time focusing on your core business.

Optimized Inbound Mail

Why keep your email and postal mail processes separate when you can receive all correspondence in one convenient location? RICOH Intelligent Delivery Services can unify your inbox – enabling digital mail processes for your hard copy mail. In addition to convenience, you also gain the power to forward traditional mail as easily as forwarding an email – saving time over physical mail forwarding.

Mail Accountability

Current postal mail processes make tracking each piece of correspondence from receipt to final delivery very difficult – if not impossible. Ricoh can help you maintain accountability every step of the way. With digital delivery and routing processes, you can see at-a-glance what's coming in, who it's from, where it goes and what the recipient does with it (forward, delete, open, request image, etc.).

Essential Data at Your Fingertips

When documents are able to enter your work processes in a timely manner, you can benefit from increased revenue, reduced compliance risk and improved customer service. Analytics tools give you the data you need to improve inbound mail processes – so you can route mail to the correct person in the correct format, every time. Dive deeper into your processes than ever before by determining what's in your mail, transactional vs. correspondence volumes and each user's individual requirements.

Flexible, Scalable Pricing

At Ricoh, we understand that one size doesn't fit all. That's why RICOH Intelligent Delivery Services are flexible and customizable – so you can determine the solution that's right for you. Because the solution is hosted in the Cloud, pricing is based on your subscription and utilization – so you only pay for what you use.

Why RICOH Intelligent Delivery Services?

- Reduce costs and optimize processes for fewer headaches
- Enable better decision making with access to actionable analytics data
- Shorten delivery time with automated processes
- Bring postal mail and email together in a single inbox

You may also be interested in:

- Ricoh Managed Document Services
- Ricoh Business Process Services
- Ricoh Consulting Services

Ricoh.ca/IntelligentDelivery

Did You Know?
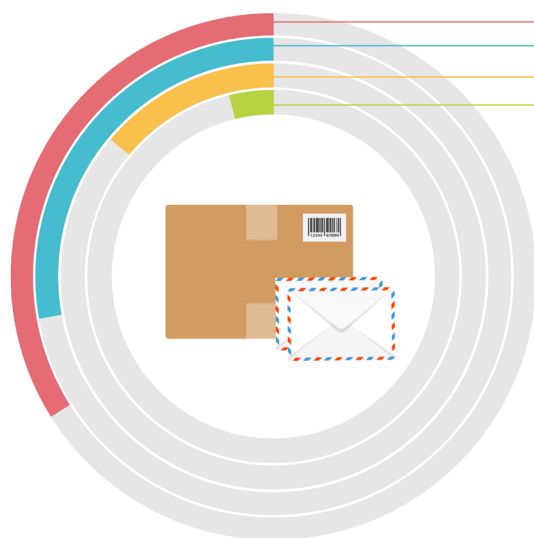
34% of mail deliveries to destinations with multiple buildings are returned

28% of letters are sent to a regional hub where they have to be further sorted into destinations

14% of mail delivered to mail cubbies

4% of the mail is incorrectly delivered to desks

*Statistics provided by Image Architects, Inc. – gathered from real life operations studies from actual customer sites

RICOH Intelligent Delivery Services can **unify your inbox** – enabling convenient digital mail processes for your hard copy mail.

Your Intelligent Delivery Partner

At Ricoh, we're not satisfied with doing business "the way we've always done it." We are innovating our mail delivery architecture and approach – focusing on creating long term benefits for our customers. We can extend the same innovation to your organization, partnering with you to create a tailored solution that upgrades mail processes and automates workflows. We start with a consulting engagement – listening to your concerns and determining your needs. Next, we help you implement your solution. Finally, our ongoing services can help you analyze data to improve efficiency of delivery over time.

User Process

- Unifies your inbox (physical and email)
- Extracts information from the front of an envelope
- Delivers mail electronically to user (once a day or once a week)
- User receives critical information anywhere email is accessible

- User views outside of envelope and dispositions accordingly
  - Forward to employee or department
  - Add to junk or spam list
  - Open and scan to user or directly into workflow
  - Choose to pick up
  - Physical delivery of mail

Accountability

- Digital delivery for accountable tracking system
  - See who has and has not opened their mail
- Handle data in a centralized location
  - Less likely to be lost or misplaced
  - Reduce processing expenses

- Work process rules help determine the correct recipient for each piece
- Improve customer experience by providing line of sight to when mail arrives and what is done with it

Analytics

- SLA/Productivity reports measure delivered mail
- Determine who is sending mail
  - How much money is being spent on unwanted mail?

- Track how mail is handled
  - How long does it take for mail to be read?
  - Is VIP mail being handled properly?
  - Is there a more efficient handling process?
  - Who receives the most mail?

Delivery Model

- Hosted in the Cloud
  - Eliminate barriers for delivery
  - No need to set up and manage infrastructure

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