

Digital Mail Service

Full-service digital
mail workflow

RICOH
imagine. change.





Digitize mail processes to support hybrid work

The role of the office has changed and as hybrid work becomes the norm, forward-looking organizations understand the need to introduce more digital processes to support their hybrid workforce. With many employees working remotely, relying on physical mailrooms and manual or paper-based mail management processes can cause delays in processing transactional mail (documents that require immediate response or action) and are error-prone, which can lead to dissatisfied customers, missed opportunities and increased costs.

Simplify your mail management process with a seamless digital workflow

With the need to embrace or accelerate digital transformation to support hybrid work, manually gathering, sorting and distributing physical mail is no longer the most effective way for your employees to efficiently access time-sensitive information. Therefore, transforming your traditional mail processes into digital workflows has never been more important to support business continuity. Whether you are receiving important customer information, cheques, invoices or other vital documents, digitizing your manual mail processes can empower your employees with anywhere, anytime access to important information – while reducing costs and improving your data security.

This is where Ricoh can help. Our Digital Mail Service will take care of sorting and distributing your mail, so you don't have to. Take advantage of our customized digital mail centre, either on or offsite to help you digitize your documents and seamlessly integrated into your workflows, giving your in-office and remote employees timely access to information.

Key benefits of digitizing your mail management process

- Strengthen security, compliance, and risk management
- Improve operational efficiency
- Automate manual, time-consuming and labour-intensive mail handling processes
- Enable both in-office and remote employees immediate access to time-sensitive mail from any device
- Enhance customer service
- Reduce carbon footprint and minimize paper use

How we can help digitize your manual mail management processes

Ricoh's Digital Mail Service streamlines your manual mail management operations by automating time-consuming and labour-intensive processes. Many businesses have inefficient inbound or outbound mail processes that rely on manual and paper-based systems that can result in errors, increased cost, and delays in processing critical customer information. With Digital Mail service, the sorting and distribution of your mail are done through our digital mail centre that can be implemented on or off your premises, freeing up your manpower and valuable real estate to be used more effectively.

Our digital mail centres digitize your inbound communication to be immediately entered into your workflow, giving both in-office and remote employees access to the time-sensitive information they need. This service also centralizes processing, enabling your business to take full advantage of Enterprise Content Management (ECM) and Enterprise Resource Planning (ERP) systems as needed.



Key Features:

- Mail and documents digitized for sharing (sort, capture, distribute and deliver critical mail directly and securely to employees via email)
- Inbound critical correspondence digitized via your location or Ricoh's off-site locations
- Option to digitize and utilize employee designated inbox/sFTP
- End-to-end encryption
- Use of web links and previews to reduce bandwidth usage
- Access to documents controlled with accept/reject options
- Multi-channel delivery of digital documents and assets
- Automatically back up and store content using hard copy capture into your systems
- Full-text search allows advanced search capabilities
- No changes required to internal IT configurations
- Minimal training required to start using the solution

Case Study

Leading financial institution automates manual mail processes – resulting in \$8M in savings and improved efficiency

Challenge

One of North America's leading financial institutions, providing retail, and institutional financial and investment services globally processes over one million documents monthly using a complex and manual inbound mail classification and workflow process, resulting in unhappy customers due to processing delays and high labour costs.

How Ricoh helped

Ricoh implemented an end-to-end offsite digital mail solution that delivered the following results:

- Reduced employee FTE by 75 per cent
- \$8M in savings
- Optimized mail classification and sorting
- Improved security and compliance



Redefine your mail processes for a highly efficient operation

Mailrooms in large organizations are often cost centres that require a significant labour investment to run smoothly. Whether you're looking for a partner to handle the sorting and distribution of your physical mail, wish to automate and digitize your inbound mail and delivery processes, or trying to manage and control the high cost of return mail, we can create a tailored, full-service solution to help you transform your mail department into a highly efficient operation.

Find out more about our full range of offerings from our best-in-class Mail Process Services [here](#).