

# Specialist Scanning

## Virtual Mail Room Services

Civica Records Management provides a range of specialist scanning services aimed at providing daily, weekly or monthly fulfillment of the conversion of paper documents to electronic images.

### Virtual Mail Delivers

With a highly experienced and creative IT Department and over 85 years Records Management experience, the Civica scanning bureau works to a stringent Service Level, at the core of which is an undertaking to complete a day's post within the day of its receipt. This includes post opening (where required), document scanning, indexing and upload to the customers' appropriate EDM and workflow system. Any ancillary fulfillment work such as verifying proofs of identity, return of documents via registered mail, sending out acknowledgements etc. can be undertaken. Work is carried out in a customer-specific security-controlled area, with a regular team specifically trained in that customer's requirements. Back-up staff are also trained to cover any peak loads.

Work is done to a 3-year contract, renewable annually. This can be charged on a fixed price basis if needed. A 'Process Improvement Team' is set up with representatives from the customers' user and/or IT department and Civica. This team meets quarterly to review the Service Level achievement of the previous quarter to look for ways in which the processes can be streamlined and to 'raise the bar' on service level metrics if possible. An example of the usefulness of this process is that a major customer was able to reduce their processing costs by 10% in their second year of operation of the service, due to efficiency gains that could be passed on.

Post can be received either through a customer's PO Box address or a 'daily shipment', sent via courier or overnight parcels service, or a combination of both. Post can be opened at the customer's end and sent on, or everything direct to the Bureau for opening, routing to the scanning service or return to the customer if general mail.

Software control ensures that every item received is correctly processed. The service also maintains a real-time correspondence log, which shows dates and times when a mail item was processed. An enquiry facility can be provided as a link from your in-house customer Help Desk or CRM system, thus enabling a properly informed response to 'where is my letter' queries. A more detailed description of the service is given in our white paper. For a copy of our white paper or simply for more information, please contact us at [recordsmanagement@civica.co.uk](mailto:recordsmanagement@civica.co.uk).



### EPR Service - in summary

- > Each service individually tailored to client requirements
- > Written Service Level Agreement governs and monitors the service
- > Mail received, sorted, scanned and indexed
- > Images returned by secure VPN link or:
- > Images hosted on secure web-based EDMS
- > Banking of cheques if required
- > Economy of scale through outsourcing achieves significant internal cost savings and service improvements
- > Annual operating costs known in advance

To find out more, call us on **01604 798500**

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