

## Civica Digital Mail Service

Efficiently process your inbound and outbound mail for less.

Helping busy teams streamline processes, by delivering efficient mailroom services with guaranteed savings

Seasonal peaks in workload, staff sickness and absence, and limited budgets can make it challenging to manage in-house mail efficiently. As a result, back-office performance can be affected, potentially impacting customer service and reducing revenue.

### We can help

We process physical inbound and outbound mail that comes in and goes out of your organisation.

Our digital mail service is easy and quick to set up. It connects with your internal systems to streamline processes and save money.

### Outbound mail

Our hybrid outbound mail service is digital and fully automated, reducing print and mailing costs.

You no longer need to print and package documents – we do this for you – freeing up your team to work on more important tasks.

### Benefits of outbound mail

- **Reduces cost** by up to 40% compared to physical mail
- **Frees-up your staff** to focus on priority tasks
- **Increases productivity** with a simple, easy-to-use automated solution
- **Ensures continuous improvement** with regular reviews, where we update you on progress and usage
- **Supports your digital transformation agenda** and transition to paperless working
- **Helps you be more green** as all your paper-based mail is recycled
- **Ensures your mail is handled safely and securely** with ISO 27001 compliance
- **Easily integrates with your revenues and benefits software**, ensuring a seamless service.

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Since implementing Civica's Digital Mail Service, we have made significant budget savings, including releasing two FTEs worth of fulfilment time. We use the capacity this created to improve our claims processing and collection rates.”

**Pauline Winters**, Service Delivery Manager, Gloucester City Council.



## Civica Digital Mail Service

### Inbound mail

Many organisations are challenged with inflexible and costly mailrooms, outdated or inefficient equipment, and seasonal peaks in demand. Our inbound mail service can help.

### How does it work?

- **We receive it.** Your mail, in whatever format (email, paper-based, PDF), is sent to us
- **We sort it.** We open and prepare your documents for scanning. We use document-type recognition and secure tracking to import emails
- **We scan it.** Our experienced team quickly and accurately scan all items
- **We index it.** Meeting your security requirements, our bespoke indexing directly imports mail into your systems or workflow
- **We deliver it.** The same day as we receive it, mail arrives on your desktop ready for processing.
- **We store or destroy it.** Depending on your requirements, all files are securely stored or destroyed.

### Benefits of inbound mail

- **Saves you up to 40% in costs.** We calculate cost based on the volume of mail you receive
- **Delivers peace of mind.** Our experienced, DBS-checked team handles your mail in a secure facility, with secure processes
- **Ensures accuracy.** We carry out regular robust quality checks
- **Increases efficiency.** We deliver mail to your desktop, ready for processing, on the same day it's received

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Tower Hamlets receives an exceptionally high number of applications and changes in circumstances, and Civica offered a new approach to managing that workload. The service they provide is second to none; scanning is accurate and exceptional quality, and the service is incredibly flexible.”

**Steve Hill**, Head of Benefits Services-  
Tower Hamlets Borough Council.

### Helping Tower Hamlets improve customer service

- Benefits processing time reduced from 30 to 6 days with document scanning and indexing
- 9.2 million documents back scanned to kick start process improvement
- Administration costs reduced
- Same-day turnaround of scanned mail guaranteed.



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