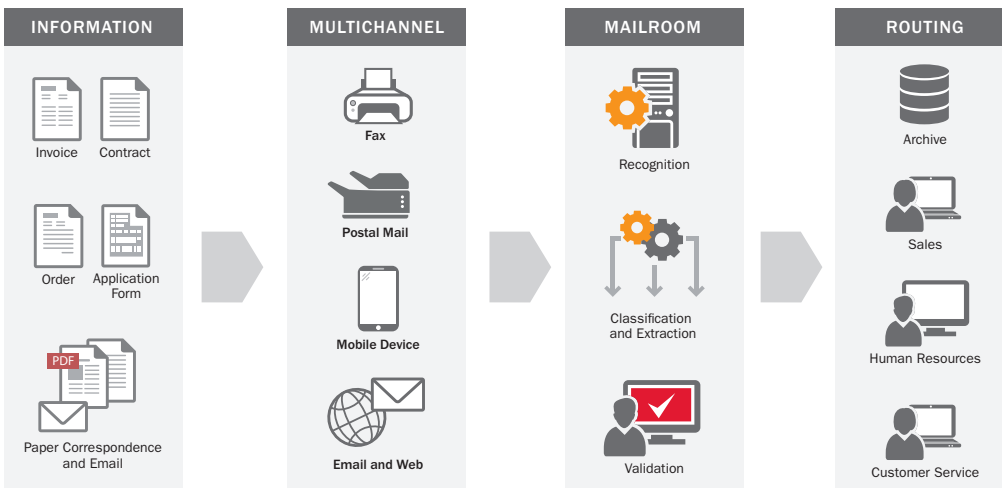# ABBYY®

ABBYY FlexiCapture for Mailrooms

Smart Digital Mailroom Solution for Customer Oriented Businesses

Every customer-oriented business today requires efficient mail processing in order to respond to customer requirements in a timely and accurate manner. Managing customer communication has become a multichannel activity that involves, among others, paper, email and fax. Customers not only communicate through multiple channels, but they also expect immediate responses to their inquiries. Thus, businesses that employ digital mailroom solutions have a competitive advantage over others using traditional paper-based mail processing.

FlexiCapture for Mailrooms is a smart solution designed to automate the processing and routing of incoming mail in your organisation enabling multichannel capture and electronic communications. Organisations from the telecommunications, energy and utilities, insurance, manufacturing or other sectors need to respond to customer enquiries in a fast and comprehensive way, even when customers communicate via email. The FlexiCapture for Mailrooms automation solution streamlines the processing of incoming mail, helping businesses achieve faster response times and decision making.

Benefits

Faster Decision-Making Process
Due to the automation of mail processing with ABBYY FlexiCapture for Mailrooms, the decision making cycle is significantly shortened. Customer enquiries can be processed according to their priority.

Enhanced Customer Satisfaction
Through quick reaction to incoming enquiries the communication with customers and the responsiveness to their needs can be significantly improved.

Cost Reduction and Fast ROI
All incoming communication can be automatically digitised, which reduces manual work to a minimum, resulting in lower costs and fewer errors. In addition to this, the ABBYY solution helps to significantly reduce storage and archiving costs, since all the documents can be stored in a virtual archive.

Better Monitoring and Visibility
By using ABBYY's mailroom automation solution, businesses can better control the flow of incoming information in an easy and efficient manner. Incoming mail can be automatically classified, prioritised and distributed.

Increased Productivity and Efficiency
Mailrooms face high labour and staff costs related to distributing and processing of letters, as well as other expenses associated with resending, losing, destroying and archiving documents. ABBYY's digital mailroom solution has a direct ameliorative effect on all those costs by contributing to major savings and increased productivity for your business.

SOLUTION HIGHLIGHTS

- Automation of the Multichannel mailroom

- Advanced classification of incoming customer communication

- Fast and accurate processing of all incoming documents

- Identification of multiple topics per document/email

- Fast and correct document routing for case management

- Custom modules for integration of third-party components

- Entirely web-based scanning and verification

- (Online-) Training that improves classification during processing

- Early and clear visibility of any incoming document

- Improved compliance through monitoring and reporting

- Integration into line of business applications

ABBYY® FlexiCapture

Solution Features
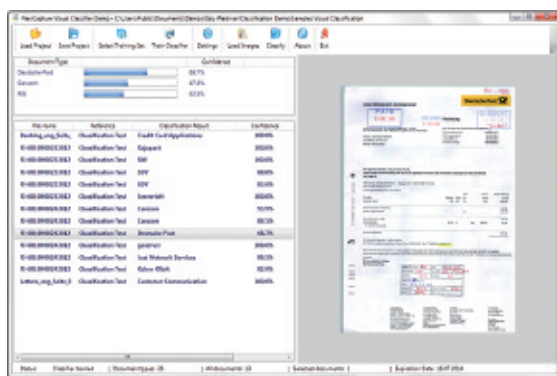
The Multichannel Mailroom

FlexiCapture for Mailrooms automates the processing of all incoming mail – from paper to fax and email. All documents that enter an organisation can be automatically digitised, classified, captured and routed to the right workflow for further processing.

Distributed Mailroom Capture

All incoming mail or paper can be digitised in the central mailroom, via scanner, or decentralised in subsidiaries or via Mobile Capture reducing the amount of manual work and shipping costs. Early digitisation reduces the error rates through manual processing.

Visual Classification of Incoming Documents

FlexiCapture for Mailrooms integrates with cutting-edge technologies for image classification. It automatically classifies incoming documents regardless of their format and quality for downstream data extraction.

Fewer Errors through Outstanding Recognition Quality

ABBYY FlexiCapture for Mailrooms allows organisations to process documents and other pieces of information simultaneously. ABBYY's award-winning OCR technology and its integrated image enhancement tools enable organisations to improve the quality of the original scanned document image reducing the error rate and increasing the processing speed.

Document Routing

Based on the classification and extraction results, the case is routed to a downstream business process. Internal business rules define the workflow that is triggered within the mailroom capture solution. Consequently, the case specialist processes the customer request and initiates the correct follow-up.

Classifying Document Content

Content classification enables processing of e-mails and/or unstructured documents. It supports handling the growing number of customer communication and helps to automatically correlate, categorise and analyse the information in order to react quickly. As a result, content classification enhances the decision making process in an organisation.
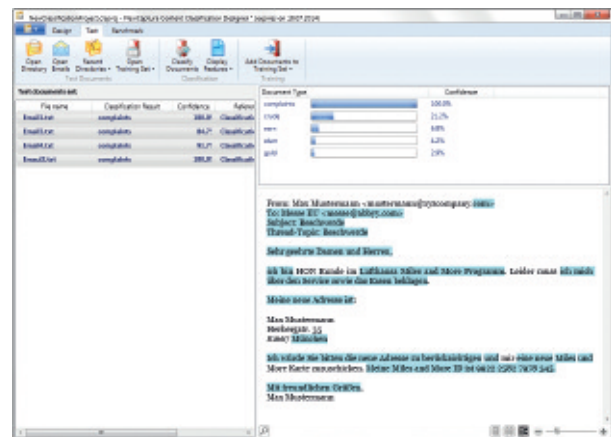
(Online-) Training

The classification technology needs to be trained for the document set that an organisation receives. For setup training clusters can be formed that enable high quality classification in a mailroom scenario. Online training can be used during processing to increase the results with every document or piece of information that enters an organisation.

Monitoring and Statistics

All customer communication in form of paper, fax, or email that enters an organisation, will be visible upon receipt. This enables organisations to gain complete control over the document and information entry. Documents are not lost and communication can be tracked throughout the whole business process.

Compliance

FlexiCapture for Mailrooms addresses the increasing compliance needs of organisations. Better visibility of documents, incoming information and customer communication facilitates the monitoring of the entire business process. This ensures compliance with legal requirements and significantly reduces risk.

ABOUT ABBYY

ABBYY is a leading provider of text recognition and document conversion technologies and services. Its versatile product portfolio for document processing and information retrieval is available on various platforms and devices. ABBYY offers a broad range of solutions designed for specific business and industry needs. Organisations all over the world rely on ABBYY to optimise their paper-intensive business processes. More information on **www.ABBYY.com**