SYMCOR

PROCESS YOUR INBOUND COMMUNICATIONS FASTER AND EFFICIENTLY WITH SYMCOR'S DIGITAL MAILROOM SOLUTION

THE CHALLENGE

Today, customers want the flexibility to communicate with their insurance providers in multiple ways, including mobile, email or traditional mail. As a result, insurance companies have to handle high volumes of structured and unstructured documents from different sources.

Inbound documents use up a lot of time and staff to review, interpret, and route to the right department or process while ensuring that key data from those documents enter the digital flows and activate enterprise systems.

Digital technology that accelerates processing of inbound customer communications is critical to managing communications and delivering outstanding customer experiences. By digitizing inbound customer communications, it's possible to reduce operational costs, minimize manual errors and act faster on important messages.

"At SYMCOR we are paving the way for organizations to accelerate their digital transformation objectives by providing document automation services that streamline their operations."

Murali Dorai
VP National Operations CCX
SYMCOR INC.

COR.CCX

The Solution

For companies that deal with high volumes of incoming communications, Symcor offers a Digital Mailroom Solution that combines advanced automation technologies with human supervision to effectively manage the flow of communications, enable cost efficiencies, and improve customer experiences.

The Digital Mailroom Solution, which runs on Symcor's bank-tough infrastructure, accepts incoming customer documents from different sources, understands what they contain, and provides clean and structured data to activate business processes quickly with minimal errors.

Our technology has an additional layer of supervision and quality assurance provided by trained operators that oversee the process to identify exceptions and anomalies such as missing information or unclear text in original documents.

How it Works

The first step is to receive and capture all documents that come in through postal mail, fax, email, web portals and mobile devices. They are consolidated into a common electronic format, and automatically classified by type.

The next step involves extraction of relevant data like account numbers, policy numbers, dates or amounts to activate your core systems. Key values such as account numbers can also be cross-referenced against your line of business systems.

Our technology utilizes advanced document classification and optical recognition software, enhanced by optional machine learning algorithms , to maximize straight-through processing.

Once the data is extracted and validated, it is ready to feed your downstream business processes, reducing the need for manual data entry. Original documents can be routed to specific areas or systems based on rules.

With Symcor's Digital Mailroom Solution, monitor activities in real-time via dashboards and access an analytics module for critical insights into mailroom activities, volumes, and statuses.

The result? Highly satisfied customers and improved business results.

CHALLENGES

- Large volume of inbound communication in different formats: paper, email, mobile, fax
- Resource-intensive process

SOLUTION

- Automatic document classification
- Automatic data extraction from documents
- Application of client-tailored business rules and routing
- Exception handling and notifications
- Reporting and analytics
- Human supervision

BENEFITS

- Accelerate processing of incoming communication
- Minimize errors related to manual tasks
- Reduce processing costs
- Deliver better customer experiences
- Improve market competitiveness

About SYMCOR INC.

Symcor is a change accelerator with over 20 years of B2I (Business-to-Industry) expertise in payment processing, customer communications and, in recent years, fraud analytics and an expanding suite of digital offerings. A track record of excellence and continuous innovation are key reasons they are valued as a trusted partner. Symcor is 100% Canadian owned with 9 locations across Canada.

Learn more at www.symcor.ca

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