USE CASE

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

The Challenge

Customers have come to expect the flexibility of interacting with their service providers through different platforms, so providing an omni-channel customer experience is vital to retaining loyalty. However, enabling customers to connect with your organization across multiple touch-points can create the challenge of managing a high volume of incoming communication.

Manually managing incoming mail can be a time-consuming process that requires allocation of business resources to review, interpret, and direct content in order to feed downstream systems with key data points and facilitate further action. An efficient and responsive digital mailroom is essential to business success and ongoing customer satisfaction.

By automating the processing of inbound communications, businesses can reduce operational costs, minimize manual errors, and respond faster to customer queries.

"Symcor supports organizations through their digital transformation journeys, providing automation services that help streamline processes and create efficiencies."

– Murali Dorai, VP Product Management, Symcor Inc.

The Solution

For companies that manage a high volume of incoming communication, Symcor's Digital Mailroom Solutions utilize advanced automation technology to streamline the flow of communications, enable cost efficiencies, and improve market competitiveness.

Run from an industry-leading infrastructure, Symcor's Digital Mailroom Solutions accept incoming customer documents from different sources. It then ingests key information points and provides clean and structured data to activate business processes quickly, while minimizing errors.

How it Works

Symcor captures all incoming mail and communication received by post, fax, email, web portals or mobile devices. They are consolidated into a common electronic format, and automatically classified by type. Relevant data such as account numbers, policy numbers, dates, or amounts to activate core systems are extracted. Key values like account numbers are cross-referenced against the line of business systems.

Symcor's technology utilizes advanced document classification and optical recognition software, enhanced by machine learning algorithms, to maximize straight-through processing. Reinforced by Symcor's industry leading security protocols and data governance controls, businesses are able to maintain customer trust while providing a convenient and frictionless service experience.

Once data is extracted from inbound documents, it is validated to enable downstream business processes, reducing the need for manual data entry. Digitized documents are then routed to specific departments or decision makers based on business rules.

To maximize efficiency, the ability to monitor and adapt workflows to changing needs is crucial. Symcor's Digital Mailroom Solutions provide a real-time dashboard and analytics module for critical insights into mailroom activities, volumes, and statuses.

The result? Satisfied customers and improved business outcomes.

CHALLENGES

- Handling large volumes of omni-channel inbound communication
- Managing resource-intensive processes
- Inefficient decision-making in the absence of reporting tools

SOLUTION

- Automated document classification
- Automated data extraction from documents
- Application of client-tailored business rules and routing
- Exception handling and automatic system-generated notifications
- Ability to review progress through reporting and analytics
- Industry-leading security and data governance controls

BENEFITS

- Streamline processing of incoming communication
- Minimize errors related to manual tasks
- Reduce processing time and cost
- Boost productivity and business growth

About SYMCOR INC.

Symcor enables secure data exchanges and supporting business processes, to help clients succeed in an evolving digital world. Trusted by Canada's largest institutions for over 25 years to support their digital transformations, Symcor aligns industry participants to solve common challenges in the most effective and efficient way.

For more information, visit www.symcor.ca

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