ARCO **DMR**: *D*igital *M*ail *R*oom

Use Case: Our partner required ArcoInfo to take on over 20 different inbound sources including paper mail, email, EDI, pdf, attachments, mobile phone to name a few. We were required to integrate within their existing digital platform and provide training and ongoing support for their indexing team and technical support teams.

Digitizing the mailroom process for governments

Situation

Outsourced mailroom management and services provide required a technology upgrade to meet increasing demands that their human workforce was processing. ArcoInfo was tasked to integrate the **ArcoDMR** solution with the existing contracted mailroom department and increase the ability of the mailroom to manage and process documents of all types. The inbound document flow was from 2 main sources, the historical files, and the active mailroom files. The task was to ingest, classify, extract, and normalize documents of structured and unstructured formats in both machine printed and hand-written text from over 20 different inbound sources. ArcoInfo also had to manage change management for the human operators to transfer from a manual viewer to and automated classification UI/UX.

Solution

ArcoInfo answered this challenge with its Enterprise Content Management solution **ArcoDMR** that integrated with the existing solution at the client's site. This solution was an on-premises deployment, with an initial 30 days of integration, training and testing, and ongoing support for requested changes, training, and technical support. The result was successful processing of over 50 million pages in the space of 3 years.

Benefits

- ✔ Simple Document and Data Search & Retrieval
- ✔ Capable of High-Volume Processing
- ✔ Seamless Integration with existing client
- ✔ system Secure and Legally Compliant

Highlights

✔ Multi-source channel friendly

✔ Industry and Software agnostic

✔ Flexible, scalable and configurable

✔ Future proof technology

About ArcoInfo

With 30 years of experience serving over 1500 clients globally, ArcoInfo has the skills necessary to integrate your unique software and hardware systems' needs. Discover the hidden value in all your digital information with full integration to your existing platforms via our REST APIs and our software engineers.

ArcoInfo…we bridge the gap between the past, present and future.