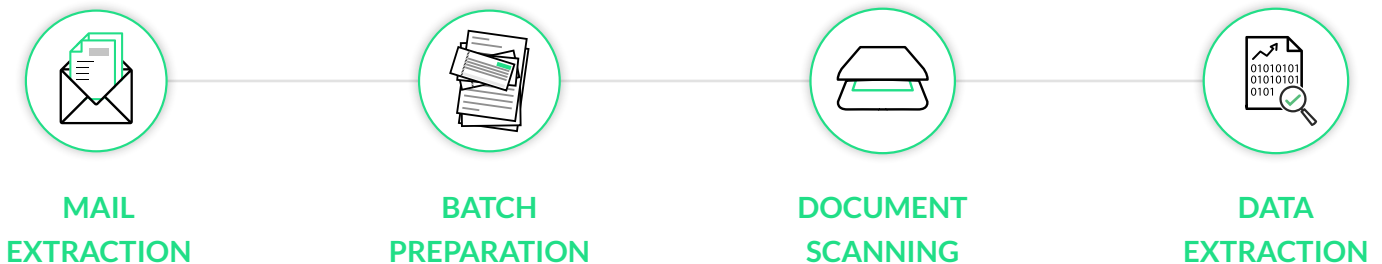




# Strengthen Your Information Management Lifecycle

If one link of a chain cannot withstand reasonable force, then the whole chain is weak. As the old saying goes, you're only as good as your weakest link. This is especially true when it comes to your Information Management Lifecycle. There's increased pressure nowadays for document processing thanks to demand for instant and remote access, economic turbulence, etc.

## Weaknesses can be found in your:



All of these can cause the chain to break, causing vital information to not flow downstream

## A breakdown in your information management process can cause:

- 1 Backlogs
- 2 More Cost & Errors
- 3 Higher Volume (and higher staffing needs)
- 4 Lower Productivity
- 5 Foggy Operator Performance
- 6 Complicated Chain of Custody

That's why more organizations are taking the best-of-breed approach to their document processing.

What's the most effective process? A combination of Agissar mail extractions and preparation workstations, and ibml high-speed intelligent scanners using batch processing. It's the best way to ensure both your chain of custody and auditability later.

# The Operation Solution

Many customers have reaped the benefit of best-of-breed solutions with Aggissar and ibml.

**Agissar tracks mail across the extraction and preparation lifecycle, starting from when an operator creates a tray of mail to be prepped and scanned. Integrated barcoding ensures that mail is sorted based on pre-configured business rules. The mail flow is tracked and measured for performance and chain of custody.**

Monitoring activities at each workstation provides a complete picture of utilization and throughput. Technology records overall production statistics, as well as operator throughput. Throughput is itemized by the type of transaction the operator processes. In addition, managers can access a graphical representation of overall production and operator statistics from their desktop.

Batched work is then digitized on ibml scanners, the world's fastest and most intelligent scanners. ibml scanners in-line intelligence helps understand document types, extract critical information and sort documents while maintaining auditability on physical documents with intelligent printing. The extracted batch information is shared with the integrated Agissar chain of custody software to maintain the complete lifecycle of document digitization from cradle to grave.

A service bureau in California replaced 24 mail opening/scanning workstations with Agissar stations and 4 high-speed ibml scanners. Since the shift, staff haven't had to work nights or weekends, and they've achieved consistent throughput in the office. That was unthinkable before the best-of-breed approach.

Opening and prepping mail on an ergonomic Agissar workstation with built-in analytics, and then scanning the documents in batches on an ibml high-speed production scanner, gives users a "win-win" situation: faster, more accountable document preparation and faster, accurate intelligent scanning with data extraction.

All mail room operations have a lot to gain from throughput and utilization monitoring. It's true for any mailroom using salaried or piecemeal based operators.

Consider the case of a BPO that is paid on a piecemeal basis for the documents that it processes on behalf of its clients. Agissar's production statistics can help the BPO ensure that the fees it charges customers for each transaction type accurately reflect that amount of work involved. Agissar's data also empowers BPOs with the exception rate of each transaction type they process. These insights enable BPOs to better manage their costs at a time when thin margins make every nickel count.



Agissar ACE 2.0



ibmlFUSiON 7400

## Measuring Operator Performance

Statistics from Agissar show which operators are best suited for complex mail sorting and prep. Managers can feel assured knowing they've got the right team of operators thanks to the info provided by Agissar's data. This tracking option also encourages productivity and employee improvement.

Unlike all-in-one workstations, best-in-class workstations incorporate an elevated pole that shows whether throughput is meeting exceptions or not. It's shown via a green, yellow, or red light. Managers can identify quickly when there's a problem with an operator's usage.

Best-in-class stations also have a built-in light below the desktop to help operators verify that mail is removed. No more need for slowing down operations in search of overlooked content and error. Workstations that combine mail extraction and document scanning do not offer these types of tools.

## Better Accountability, Better Quality

The accountability and quality provided by best-in-class mail extraction and document preparation workstations is one reason that large insurers use them to process the initial payment or claim from a policyholder – when an insurer can least afford for something to go wrong – and offload subsequent payments, which are typically less complex, to an outsourced service provider.

### **Best-of-breed solutions also offer better throughput than all-in-one workstations.**

Tracking mail while processing also makes it easier for organizations to comply with the chain of custody provisions outlined in Sarbanes-Oxley. Financial services companies, government entities, and other organizations face stiff penalties if they cannot prove a chain of custody. A document imprinter provides high-quality document and barcode imprinting for audit trails between physical and digital documents, in accordance with compliance requirements.

An integration between Agissar's solutions and ibml Capture Suite software provides more visibility from receipt through scanning. ibml's scanners also enable organizations to easily track and manage audit trails.

Best-of-breed solutions deliver better quality than all-in-one workstations. Requiring an operator to perform multiple document processing tasks increases the chances of errors. Focusing operators on a single task, such as mail opening, enables them to perform the task more accurately.

ibml's scanners accelerate processing by extracting information from the documents. They use in-line intelligence at blazing fast throughput speeds of up to 730 A4 pages per minute and 938 checks per minute. More intelligent scanning recognizes, classifies, and sorts document types on the fly, reducing labor and turnaround times. The superior reliability of ibml scanners also keeps processes moving during peak periods.





# Conclusion

Demands on document processing have increased, but so have methods of productivity. Once you identify the weak chain in your document lifecycle, you can save yourself a costly break of information flow. A combination of workstations from Agissar, and scanners from ibml, deliver the best-of-breed solution from beginning to end.

**With this approach, you'll gain better control of your mailroom operations resulting in:**

1

Improved productivity reducing cost of operations and better profitability.

4

Secure chain of custody mitigating risks of information loss.

2

Motivated operators that are not prone to errors by focusing on their core activity.

5

Accurate information capture and faster enablement of downstream processes.

3

Less operator fatigue minimizing attrition and reduces risk to operations ensuring SLA's are met.

6

Better return on investment from technology.

**Get more details.**

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