

ibml

3 Ways to Maximize BPO Profits

Meet Rising Demand with
Centralized Data Capture

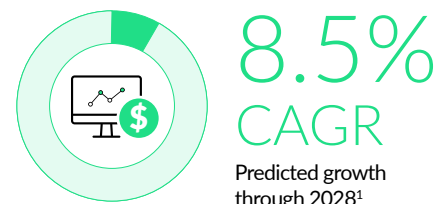


Your industry is growing

Remote work, accelerated digital-first transformations, and the rising trend to centralize business processes all lead in one direction: **outsourcing**.

What does this mean for BPOs?
More business.

If you can keep up.

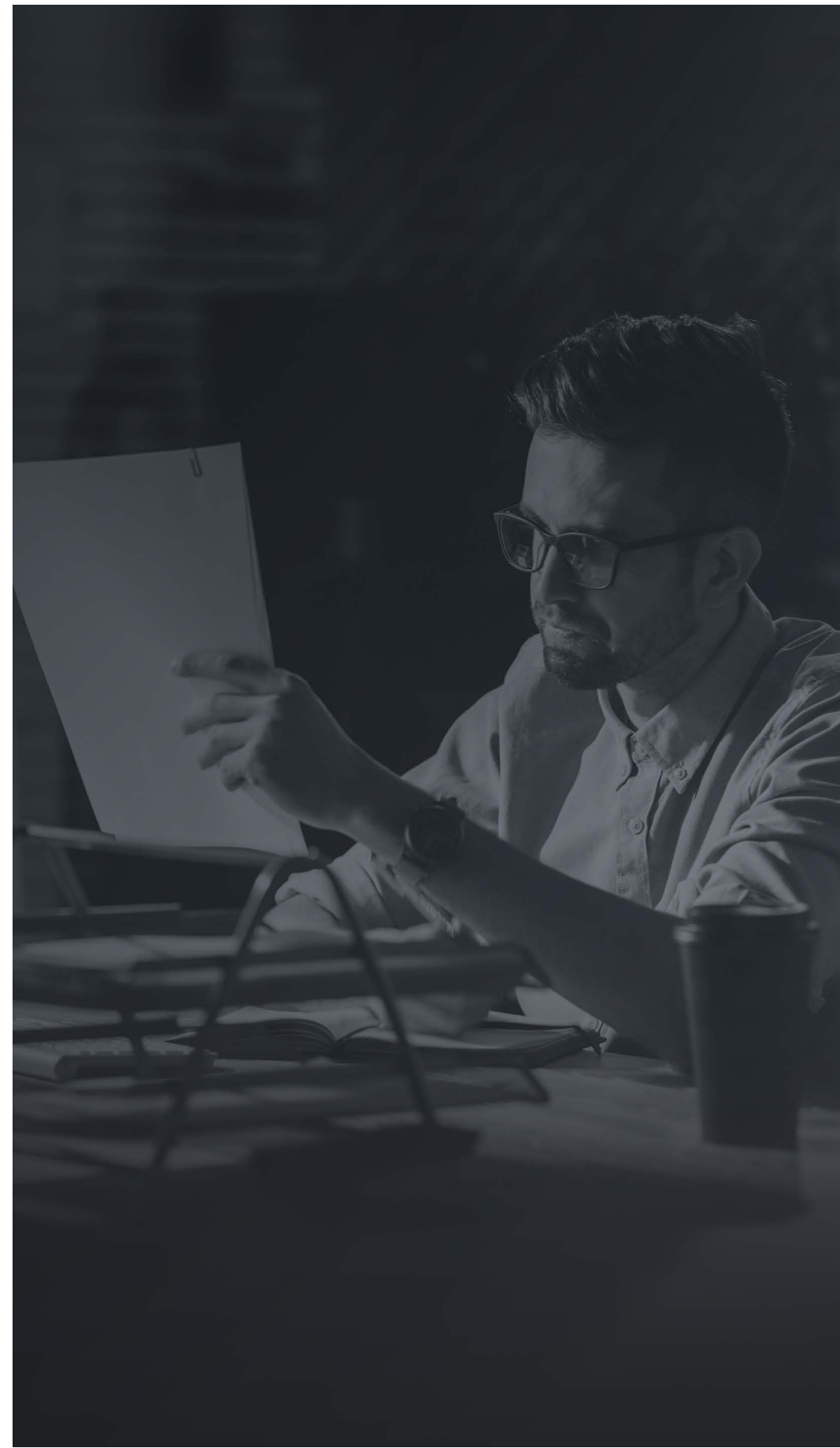


BPOs present the perfect model for businesses looking to reduce their operating costs and centralize their data capture. That's why more businesses are outsourcing to BPOs, and even fewer are returning their operations in-house.

This means you're **gaining new business** while maintaining **current customers**.

But explosive growth comes with inherent risks. Is your business built to handle all the extra volume? Can you successfully prevent frustrating backlogs that slow performance?

Continue reading to see how ibml can help you blast through these high volumes to maximize your profits.



Streamline Your Document Processing

Dealing with your "good enough" legacy systems won't get you through your backlog—or free you up for new business.

16%



business decision-makers said the variety of new information coming in was the most significant challenge for their organization.²

There's a better way.

What problems are you creating by holding onto a pieced-together capture solution?

- ⊗ Missed project deadlines
- ⊗ Months-long backlogs
- ⊗ Document errors
- ⊗ High labor costs
- ⊗ Excessive maintenance costs
- ⊗ Data security threats
- ⊗ Compliance risks

9%



said the complexity of most capture systems is a significant capture challenge for their organization.²

Consolidating your scanning processes into one intelligent infrastructure, from scanners to software, will reduce complexity and provide endless benefits for you and your clients.

1. "Business Process Outsourcing Market Size Report, 2021-2028," Grandview Research

2. "4 Strategies to Conquer Information Chaos with Intelligent Capture," AIIIM

Consolidate. Accelerate. Outperform.

See the 3 Ways Consolidation Can Maximize Profits

1. Slash Costs

Keeping your legacy systems is the cost-conscious option, right? You'll be surprised.

Save on Document Prep.

Older scanners typically require more document prep than faster, more intelligent systems, while inferior software does less sorting and information tagging.

Pre- and post-scan processing is a constant drain on your profits.

Reduce the amount of labor required when you move to a robust document capture infrastructure that can handle a higher variety of document types.

Fewer Machines, Fewer Operators, Less Space

Consolidating your operations with faster, smarter scanners means you can do the same amount of work with a fraction of the equipment. Fewer scanners means you'll need less labor to run them and less real-estate space to house them.

More Cost-Efficient Maintenance

When you work with multiple outdated scanners, maintenance is infinitely more complex and more costly. Sourcing legacy parts and working with multiple repair teams add up quickly. Consolidating to a single system comes with simpler maintenance and the price tag to match.

Boost Customer Experience and Turnarounds

Running on outdated legacy systems can create lags and downtime that miss deadlines and frustrate customers – some to the point of leaving. With modern technology and greater throughput, you'll be able to satisfy customers and retain more profits.



2. Recover Lost Time

Time rules your business. Getting clients their documents and data on-time—and moving on to new projects—is how you continue to be profitable and grow your business.

So why are you spending your team's time juggling different data capture solutions?

Maximize Your Throughput

Stop slowing down your document capture by hand-separating document types. Find a machine that can handle a wide variety of document sizes and sort it all out for you. Your throughput will skyrocket, and so will your revenue.

Fewer Errors to Fix

Working on one infrastructure means fewer operators, and less room for human-error. The more processes you can automate, the less time your team will spend correcting mistakes.

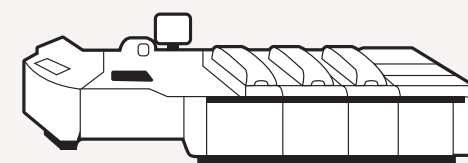
Faster Onboarding

When business is booming, you need to scale fast. Training new team members to identify which documents go where and run your various scanners is a slow process.

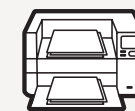
Turbocharge Your Throughput with the Highly Versatile Fusion

Handle the jobs of many scanners with one machine

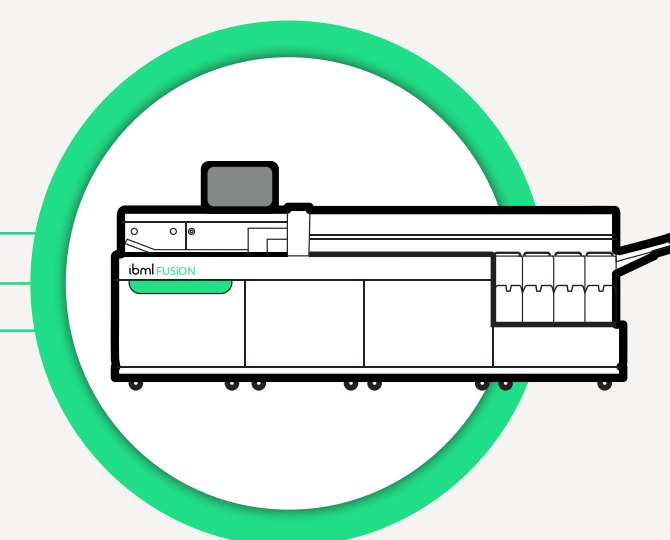
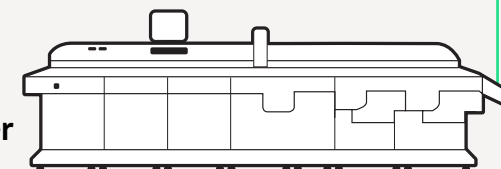
Check
Sorter



Desktop
Scanner



Ultra-High-
Volume Scanner



3. "The Total Cost of Scanning: A Framework for Analysis and Improvement," ECM Connection

3. Attract More Clients

Every BPO's #1 goal, right?

Now more than ever, clients are looking for strong partnerships they can trust. What technology you use and how efficiently you use your time makes a big difference.

Strengthen Security & Compliance

Managing security systems across multiple machines puts you at risk for breaches and compliance issues. It's much easier (and more cost effective) to manage one consolidated system—and your clients know that.

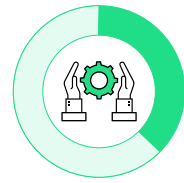


48.6%

businesses choose a BPO based on data privacy and security compliance.

Top-of-the-Line Technology

Clients want to know that you're using cutting-edge technology that works as one to seamlessly deliver their information.



34.3%

businesses choose a BPO based on their technology platform capabilities.⁴

Streamlined Processes

Leveraging multiple machines with multiple operators makes it difficult to succinctly explain your processes to clients. Impress them with a single infrastructure and a refined process that can connect easily into their existing line of business applications.



Input Various Document Types

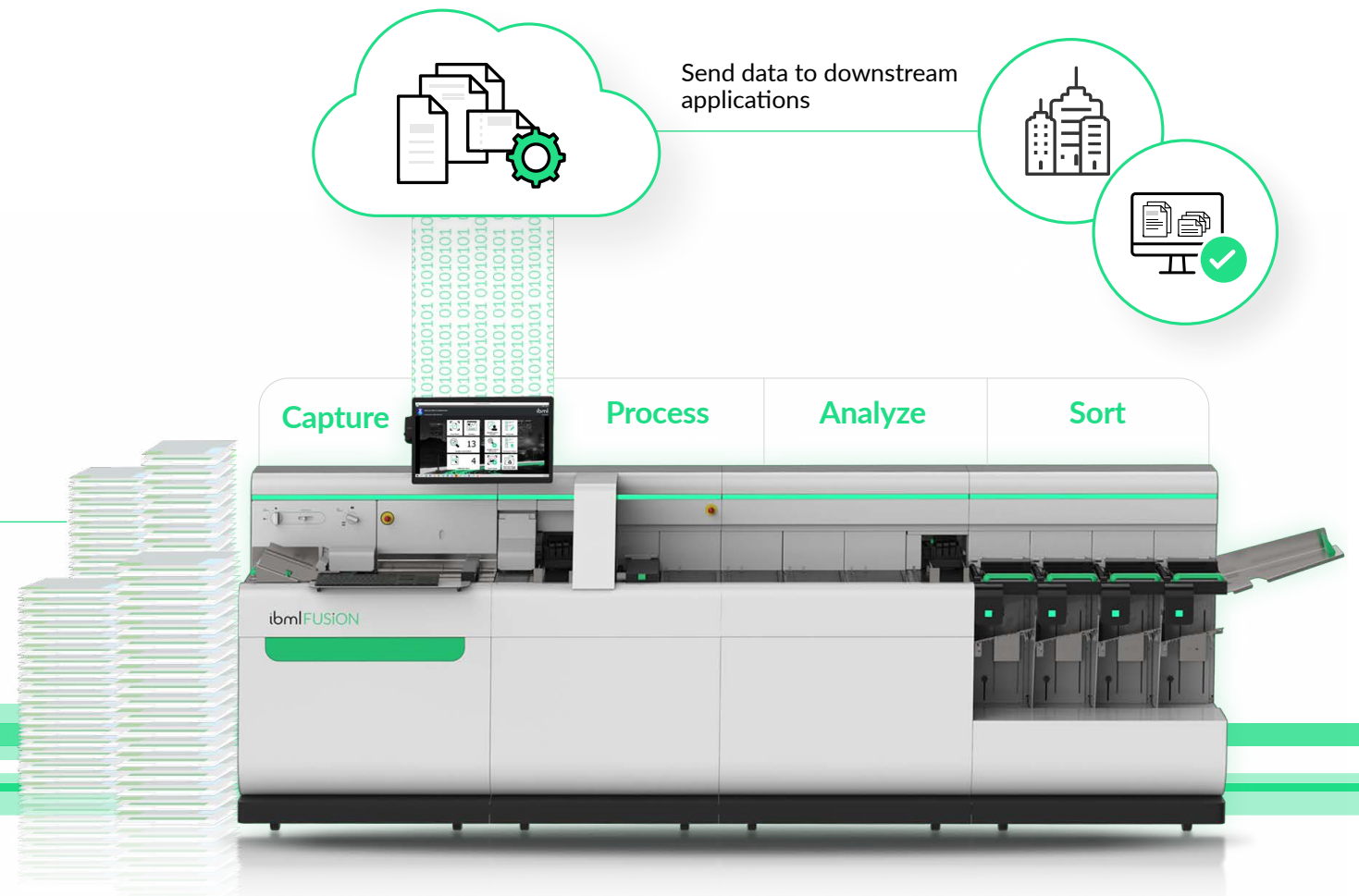
- Checks
- Mail
- Fax
- Email
- Coupons
- Forms
- Records
- And More

Increase Revenue. Decrease Costs.

Your industry is growing. More businesses are seeking to outsource their data capture projects to BPOs—now's the time to make a big move.

Say goodbye to your legacy scanning machines and disparate software and consolidate your data capture capabilities into one intelligent platform.

Consolidate All Capture into One Machine



4. "Trends 2021: The Impact of COVID-19 on Outsourcing Decisions & Customer Service Investments," CGS

Advance Your BPO Operations with ibml

Ready to fuse your document capture processes into one game-changing ecosystem?

Accelerate throughput with the **ibml Fusion Scanners**
Optimize your scanning operations with **Capture Suite**
Deliver mission-critical data with **ibml Cloud Capture**
Make it all affordable with **ibml-as-a-service**

Grow your business with the power of ibml

Schedule a demo or speak to an expert today

ibml

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