

The Digital Mail Imperative in the AI Era:

FIXING THE BIGGEST BOTTLENECK IN INFORMATION MANAGEMENT





The Evolution of Digital Mail

1980s



**Manual Mail
Processing &
Early Digitization**

1990s



**First Steps
Toward Mailroom
Automation**

2000s



**Emergence of
Digital
Mailrooms &
Intelligent
Capture**

2010s



**AI-Driven
Mailroom
Automation &
Digital
Transformation**

2020s



**Fully Automated,
AI-Powered
Digital Mailroom**



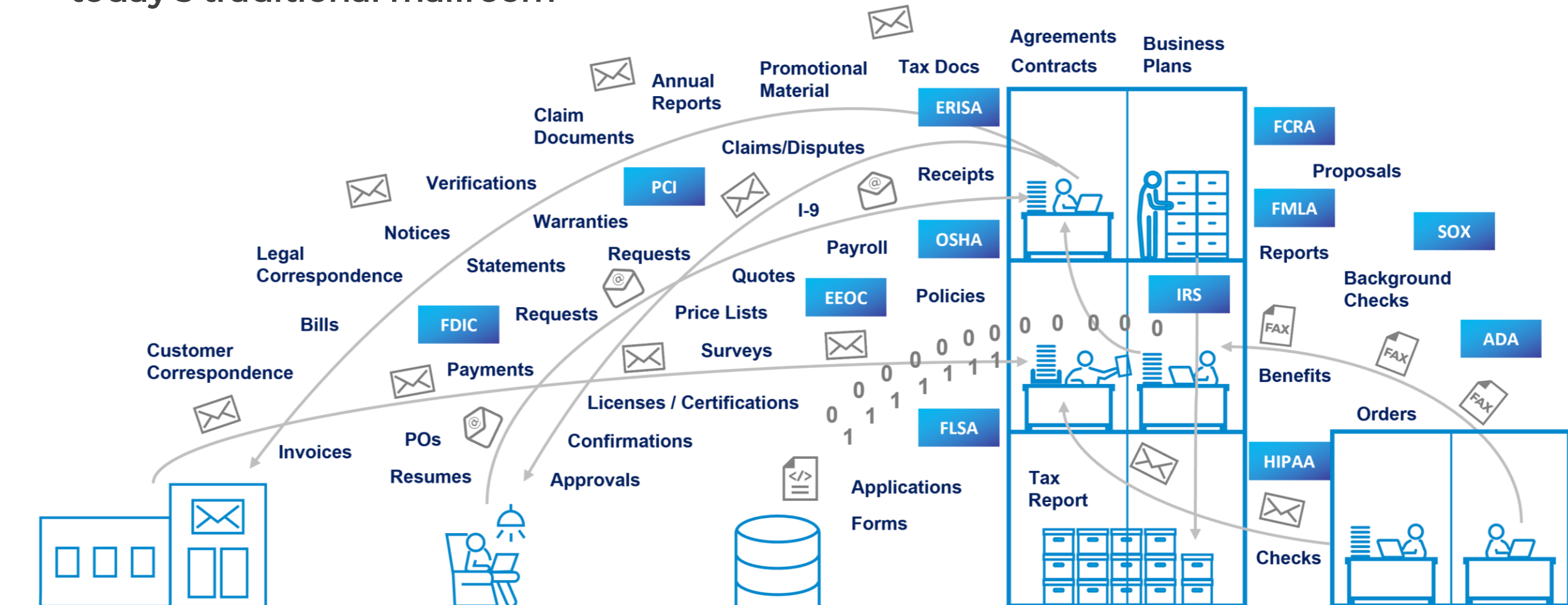
Pre-Session Polling Results

- ▶ What's your current approach for handling inbound mail?
- ▶ What pain point would you solve?
- ▶ Which department is responsible?



Why It's Time to Evolve

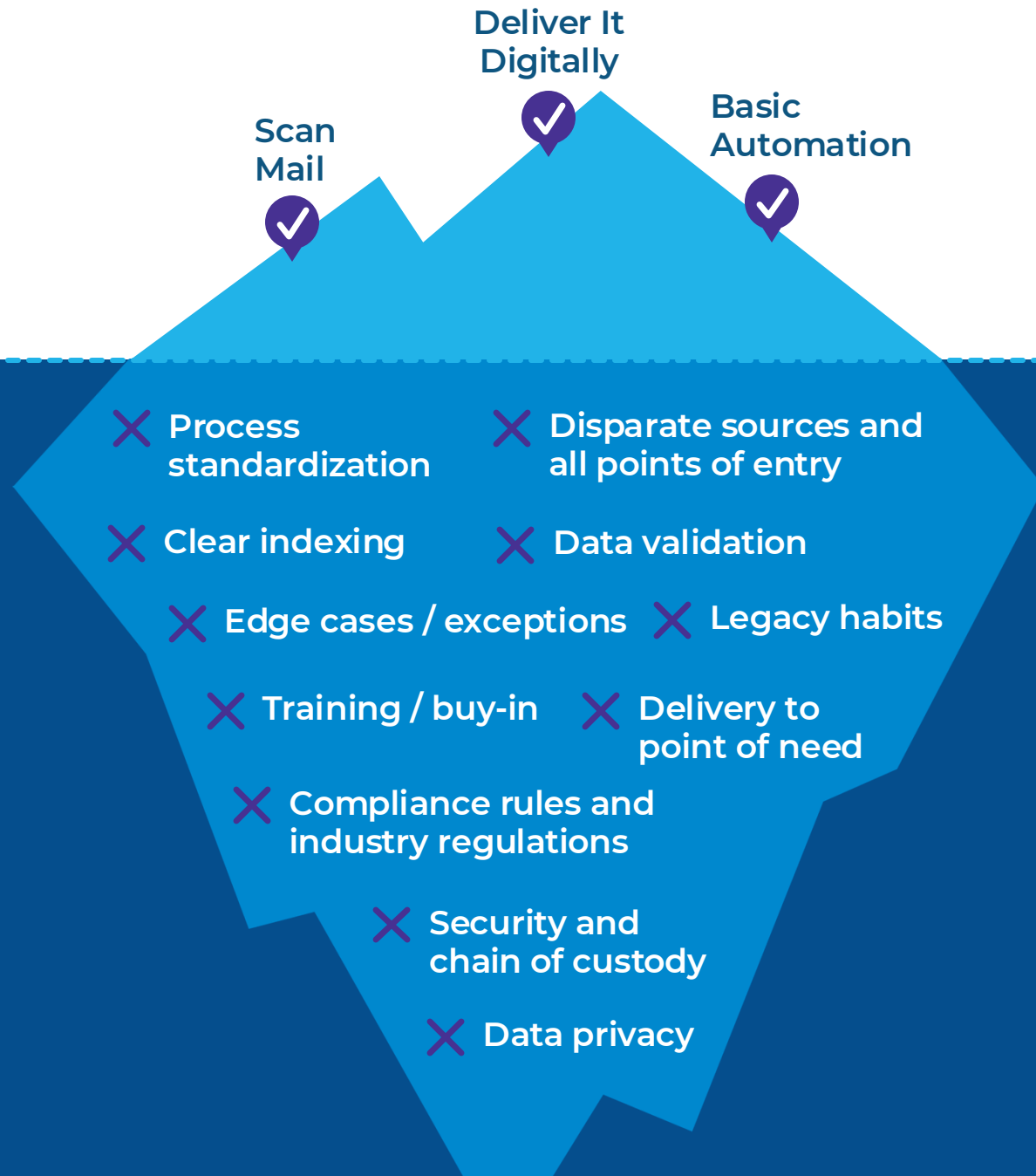
The current challenges faced by today's traditional mailroom



The Reality Check

Don't be fooled by the surface...

There are a number of moving parts and hidden costs that are rarely considered



▶ What's the biggest barrier preventing your organization from fully adopting digital mail?

- ▶ People still prefer paper
- ▶ Too many different ways mail comes in (paper, email, fax, etc.)
- ▶ Important mail gets lost or stuck in the process
- ▶ It doesn't connect with the systems we already use



Making Digital Mail Work

5 key components



Multi-Channel Capture

Centralized capture of all inbound mail streams (hardcopy and digital) at point of entry



AI-Powered Processing & Data Validation

Advanced AI to intelligently classify, extract and validate data



Cloud-Based Platform

Rules-based workflow to get documents and data to the right person and LOB system



Physical Disposition

Systematic way to retain, track, pull, forward, manage and destroy hardcopy originals



Operational Insights

Tracking, reporting and visibility into every piece of mail throughout its lifecycle via detailed audit trail

Questions

- ▶ "Digital mail solves one problem but can create another—more digital clutter. How do organizations keep digital mail from becoming just another unread email?"
- ▶ What's the most important factor in making digital mail successful?
- ▶ "If you could give one piece of advice to organizations looking to improve their digital mail strategy, what would it be?"
- ▶ "Looking five years ahead—do you think we'll still be handling mail the same way?"





THANK YOU!



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