



How to Set Your Organization Apart With a Modern Approach to Mailroom Services

Make your mailroom a strategic asset that simplifies communication workflows, maximizes productivity, and drives success in today's competitive business landscape.



Mailrooms remain the primary gateway through which departments in your organization receive or send their most important documents.

Organizations can use technology and industry specialists to greatly improve the efficiency of their current mailroom tasks, or they can utilize modern technology to securely automate subsequent mail processes with fewer people.



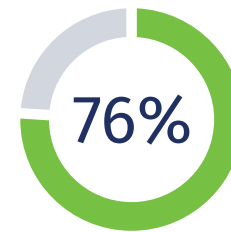
Getting the Most Out of Your Mailroom in Today's World

The world is undergoing a rapid digital transformation.

However, like it or not, paper documents aren't going away anytime soon. An efficient mailroom keeps things running smoothly. When your mailroom slows down due to labor shortages or remote working, it prevents your teams from doing their best work. While baseline mailroom services may have sufficed in the past, **the modern mail hub needs to be dynamic to keep pace with modern demands.**

To achieve the full potential of your mailroom operations, you need to embrace solutions that go beyond the basics. Your mailroom can be a strategic communication asset when utilized properly. Leaning on the right combination of expertise and innovation can help you **exceed the limitations of traditional mailroom services.**

Let's take a closer look at the mailroom services that are a must in today's world and how you can ultimately ensure your mailroom is powering your growth.



of companies say some of their inbound mail is incorrectly allocated.



of people believe that physical company mail will always be around.

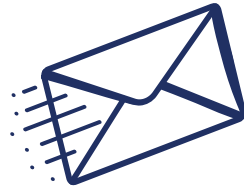


of companies say mishandling mail has a negative impact on customer service.

Source: https://www.google.com/url?q=https://cdn2.hubspot.net/hubfs/4899194/EDM_WP_Digital-Mailroom-1.pdf&sa=D&source=docs&ust=1689276439243821&usg=AOvVaw211-EUfXi48HZhwL90z_kR



4 Must-Have Mailroom Features



Security

When sensitive mail falls into the wrong hands, it can spell disaster for your organization. Work with a mailroom services provider who prioritizes security, by conducting all work in secure facilities with proven experts. With stringent processes in place, you can ensure the confidentiality and integrity of your mail, giving you peace of mind in an increasingly data-sensitive environment.

Speed

Timely access to important mail items to make informed decisions and maintain productivity is critical. Partner with a mailroom services provider that processes mail according to your specific instructions, eliminates any non-essential mail, and prioritizes everything else based on your organization's needs. This ensures mail is routed to the right people at the right time without delay.

Digitization

By digitizing your mail, you can enable seamless electronic routing, and secure transfers to designated departments or staff members, for efficient collaboration. Embracing digitization not only reduces physical storage, but also empowers your organization with access to important information, which in turn fosters a more agile and productive work environment. Digitalized mail also facilitates the automation of workflow in subsequent processes.

Workflow Automation

Your digitized mail is the starting point for many workflows routing mail to designated departments or team members for processing. Leveraging automated workflows can eliminate manual handling and human-related errors. Your mailroom services partner should have automation capabilities to enable documents to be electronically routed through one or more parties for review, approval, and processing. When executed properly, automation in the mailroom minimizes delays, enhances accuracy, and optimizes the flow of information.



6 Next-Level Mailroom Services

Here are the mailroom services that go beyond the basics.

Find a proven mailroom partner who provides them, and you'll be on your way toward enhanced efficiency, productivity, and customer satisfaction.



Lockbox Services

Organizations often receive a diverse range of correspondence, including checks and remittance coupons. The challenge lies in efficiently processing and managing these mixed contents within the same envelope. By partnering with the right mailroom services provider, organizations can combine mailroom and lockbox processes into a unified, streamlined system that caters to both retail and wholesale customers.

Eliminate the complexities associated with handling mixed mail, and enable faster and more accurate processing, enhanced cash flow management, and improved customer satisfaction.



Return Mail Services

Return mail presents both challenges and opportunities for organizations today.

With the right mailroom services provider, you can update databases and notify senders, ensure mail reaches the intended recipients, and uphold compliance in your organization's mailroom operations.

As a result, you can avoid the ongoing subsequent costs of client mail going to the wrong address.



Correspondence Mail Services

In today's customer-centric landscape, effectively managing customer-facing engagements is paramount. Correspondence mail services provide organizations with a next-level solution to collect, capture, and distribute the results of crucial interactions such as customer surveys, questionnaires, and partner audits.

With the right partner at your side, you can determine the specific information you need for your business, whether it's compiled results, trend analysis, or comparisons to past results.



Robotic Process Automation (RPA)

A qualified partner with expertise in RPA can integrate the use of external and internal databases to increase the quality of the information generated from processing the mail. Through seamless integration, companies can use databases to verify, update and append information in the mail. By eliminating manual steps RPA can help teams achieve agile initiatives and SLAs by improving the accuracy of data entry and eliminating lag time in processes.

With RPA, you're able to improve efficiency and productivity within your organization's operations.



Communications Management

Communication Management helps you capture information from diverse sources, consolidate data for a complete picture, and make timely business decisions.

The right partner will boost customer service with 360° views of account communications, which helps you provide personalized experiences.

When customers benefit from connecting with your business, they'll be more likely to come back time and time again.



Outbound Mail

Mail created by electronic workflows can be automated to ensure the appropriate steps are followed every time. Outbound mail, such as changes in terms and conditions, requests for documents, thank you, and denial letters often follow timelines built into a workflow. To ensure accuracy, timely delivery, and appropriate recipients, it is crucial to collaborate with a partner capable of creating and delivering effective correspondence solutions customized to your specific needs.

A qualified partner can generate outbound mail based on predefined workflows.

InStream Checks All the Boxes



When it comes to mailroom services, InStream goes beyond the basics to provide you with both the foundational baseline mailroom services and the game-changing next-level features that improve efficiency.

[Connect with InStream](#)

	Typical Mailroom Service Providers	InStream*
Security	?	✓
Speed	✓	✓
Digitization	✓	✓
Automation	X	✓
Lockbox Services	X	✓
Return Mail Services	X	✓
Correspondence Mail Services	X	✓
RPA - System Integrations	X	✓
Communications Management	X	✓

*Options are based on a client's specific needs. Not all clients need every option.