

Facts at a glance:

- Converga implemented a Digital Mail solution to handle the million plus pages of forms, cheques and general correspondence received in the mail annually by the client
- The client's on-site, internally managed, document services centre was successfully transitioned to a Converga operated off-site model
- High-quality digital versions of mail are automatically sent to appropriate queues ready for the client's staff to access
- Converga scan, reconcile and bank 85,000+ cheques per year on behalf of the client

Case Study - Digital Mail - Global Investment Company

Converga's Digital Mail solution increased automation and streamlined processes for the client, while achieving impressive cost, time and space savings.

The Business

Our client is one of Australia's most experienced investment and trustee groups. They are one of the Top 100 companies listed on the Australian Securities Exchange and manage investment funds exceeding \$29 billion, administer over \$222 billion of client funds, and advise clients on over \$8 billion of investments.

The Challenge

To process and digitise the million plus pages of forms, cheques and general correspondence received in the mail annually for the client at our off-site Converga Technology Centre in St Leonards, NSW.

The Solution

Converga implemented a Digital Mail solution that enabled the client to cut costs, improve operations, free up valuable real estate in their office, and reduce the time spent by the client's team manually processing their customer's mail.

The Outcome

Today, Converga's dedicated team of mailroom professionals open and sort the client's mail daily, the mail is then scanned, classified and exceptions are handled. The high-quality digital image of the mail is sent securely to the client via web services and placed in the appropriate queue automatically, enabling faster response times and online storage/archival. The 85,000+ cheques received each year are scanned, reconciled and banked by Converga on behalf of the client.

Converga has made Digital Mail a reality for the client without the need for them to invest heavily in hardware, software or imaging expertise.