Secure mail processing at high volume, now from anywhere.

SUCCESS STORY / FINANCIAL SERVICES / TRANSACTION MANAGEMENT

Financial Services Company

Strategic Initiative

As a regular course of business, a financial services company received nearly 30 thousand pieces mail each day. Up to 500 agents processed these documents in highly secure work centers. In response to the COVID-19 pandemic, the company needed to shift the process out of these centers while maintaining robust security standards and meeting federal regulations for claims-processing times.

Solution Plan

The ILINX platform and advanced capture solutions were implemented with the company's mail-opening devices and Salesforce CRM system to automatically process high-volume transactions. ILINX intelligently flagged cases for resolution and pre-populated information, eliminating the majority of cases requiring agent review and reducing exception-processing times.

Investment Return

The ILINX mailroom-processing solution has transformed business efficiency and agility, supporting the company's transition to a remote-first environment. Reduced agent time per claim has enabled 90 percent of the company's workforce to work remotely, when needed, while maintaining federal standards for claims-processing times and handing a higher volume of claims.

ILINX ADVANCED CAPTURE

Automatically capture business-critical data from multiple sources with AI-powered classification. Automatically find the most important document data and validate it.

ILINX CAPTURE

This foundational workflow-automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost effective.

ILINX®

Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.