

THE ADVANTAGES OF A VIRTUAL MAILROOM WHEN EMPLOYEES WORK FROM HOME

The current pandemic has had a major impact on many businesses, including the processing of mailroom documents such as incoming payments, invoices, medical records, insurance documents and other confidential information.

As businesses start to re-open, many of them will continue to keep options available for employees to work from home until the COVID-19 pandemic is behind us. However, there will also be a ‘new normal’ and many workers who once worked in offices will continue to work remotely.

With so many employees processing mailroom tasks from home, this brings up issues on how to best support the business and employees with new procedures. Many people are unfamiliar with a virtual mailroom; however, this alternative has been available to business operations for many years.

What is a virtual mailroom and how can it help your business?

A virtual mailroom is an efficient and cost effective way to enable remote workers and get information to end users in a secure and reliable manner. Using a virtual mailroom allows payments to get deposited faster and can automate other processes like accounts payable.

Here are the many benefits of how a virtual mailroom can smooth out business operations:

- Data entry can be eliminated. Information can be captured at a **much lower cost and more accurately** using text recognition technology and artificial intelligence.
- Using a trusted third party puts controls in place to prevent fraud or a breach of confidential information so that those risks are virtually eliminated.
- Employees don't have to put themselves at risk to open mail and make deposits.
- It's possible to enforce taxonomy so that records are categorized in a consistent standardized manner.
- A cloud-based mail management platform makes it easy to get information to knowledge workers.
- A virtual mailroom can provide an audit trail of who has accessed, viewed, printed, or shared documents. Viewing and other privileges can be customized to ensure that only authorized

users have access to confidential information to prevent fraud, reduce errors, and minimize risks.

How does a virtual mailroom work?

Artificial intelligence is used to extract data from incoming mail and then route mail, based on certain characteristics of the document . This technology-based automation eliminates the need for manual data entry, plus it creates searchable documents for future reference. Exceptions are routed to a knowledge worker for review. These well-contained workflows allow companies to process the mailroom tasks with key steps performed by remote workers, while dramatically reducing administrative costs for labor and data entry—in most cases by 50% or more.

When considering a virtual mailroom provider, here are some key criteria to use. Look for:

- Management visibility into the process
- The ability for employees to approve any financial transactions
- Well-established quality control procedures from the provider (i.e., secure connections, segregation of duties, quality control, audits)
- Demonstration of high accuracy of work
- Client endorsement

Why choose SIS NW as your trusted virtual mailroom solution?

For the past decade, we have been providing customized mailroom solutions for hundreds of clients, helping them reduce labor costs, improve efficiency, increase profits, minimize critical errors, enhance workflows, and streamline their business operations.

Here are some other great reasons why clients choose SIS NW. We have:

- Expertise in automating day to day repetitive administrative tasks
- Highly secure facilities to keep your confidential documents safe at all times
- Knowledgeable and experienced staff to help minimize risks of mistakes
- Efficient workflows to keep your business running smoothly
- Multiple quality assurance steps to reduce errors
- The use of strong automation tools to improve efficiency
- Processes in place to meet the most demanding security requirements including HIPAA compliance
- Endorsements by partner banks



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During this challenging time, you need a trusted partner that cares about the success of your business as much as you do. Let us help you relieve stress and keep your business running seamlessly.

We can help you identify if a virtual mailroom can help enable your business during the COVID-19 crisis and beyond!

Contact Greg Mennegar at 425-829-2361 or gmennegar@sisnwinc.com to learn more.

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