



Virtual Mail Room Service Specification

Digital Mailroom & Document Automation

1. Service Overview

Virtual Mail Room Ltd (VMR) delivers a secure Digital Mailroom and Document Automation service using a Software as a Service (SaaS) delivery model.

The complete service — including application software, workflow automation, data processing, production management, and secure digital storage — is hosted and managed by VMR within a UK-based cloud environment. Customers access the service via a standard web browser and/or secure APIs, with no requirement for local software installation or infrastructure.

All system updates, security patches, and functional enhancements are deployed centrally by VMR, ensuring customers always operate on the latest supported version of the platform.

The service is designed to be scalable, resilient, and predictable in cost, allowing capacity to be adjusted in line with changes in mail volumes, service demand, or organisational growth.

2. Service Capabilities

VMR provides an end-to-end platform for managing outbound customer communications across physical and digital channels.

Core capabilities include:

- Multi-channel communications by post, email, SMS, or web

- Hybrid mail for ad-hoc and desktop-generated correspondence
- Bulk mail for scheduled, medium to high-volume runs
- Document composition, matching, and merging
- Returns management
- Secure digital archive
- End-to-end audit trail
- Secure client portal
- Built-in business continuity and disaster recovery
- Flexible production and postage options

The service combines fast turnaround times with full traceability, live reporting, and a searchable digital archive.

3. Integrated Service Streams

The platform supports two fully integrated service streams operating within a single secure environment and governed by identical quality and security standards.

3.1 Hybrid Mail (VMail)

Hybrid Mail is designed for ad-hoc and low-volume correspondence generated directly by users.

Key features include:

- Secure virtual printer or PDF upload from the user's desktop
- Direct writing using stored templates
- User- and group-level permissions controlling print options and approval routing
- Support for First Class, Second Class, and Economy postage
- Mono or colour, simplex or duplex printing options
- Full traceability to individual users
- Optional secure email or SMS delivery, with automatic print fail-over where electronic delivery is unsuccessful

Monthly reports provide visibility of volumes, costs, and performance by user or department.

3.2 Bulk Mail

The Bulk Mail service supports scheduled and high-volume mail runs.

Key features include:

- Secure file submission via SFTP or HTTPS portal
- Support for common data formats including PDF, CSV, XML, and outputs from systems such as NEC, Civica, MRI (Capita), SAP, Oracle and similar platforms
- Automated validation of file structure, completeness, and integrity
- Intelligent recipient matching and co-enclosing to reduce envelope volumes
- Inline insertion of personalised or non-personalised leaflets and forms
- Pre-production digital proofs available for approval where required
- Full digital archive available prior to dispatch

Both Hybrid and Bulk services operate with shared controls, barcode tracking, reconciliation, reporting, and archiving.

4. Secure, Automated Workflow

VMR's platform uses a fully automated workflow to manage the lifecycle of every document.

Receipt and Validation: Files are received via encrypted channels and automatically validated. Each batch is assigned a unique job ID.

Barcoding and Control: Intelligent page-level barcodes support sequencing, enclosing, and reconciliation.

Matching and Merging Documents for the same recipient are grouped to ensure correct order and single-envelope delivery.

Proofing and Approval: Digital proofing is available prior to production where required.

Production and Dispatch: High-speed UK production facilities are used, with barcode verification at each stage. Postage options include First Class, Second Class, and Economy.

Reconciliation and Returns: Dispatch manifests and proofs of posting are generated for every job. Returned items are scanned and reported on the same day.

5. Proactive Exception Management

The platform automatically identifies data or production anomalies shortly after receipt and alerts relevant contacts with recommended corrective actions.

Operational and production teams are trained to resolve exceptions promptly, minimising disruption and supporting continuity of service.

6. Digital Records and Reporting

Customers have access to live dashboards and reports, including:

- Quantities received, produced, and dispatched
- Job IDs, timestamps, postage class, and service stream
- Downloadable proofs of posting and dispatch manifests
- Monthly summary reports by user, department, or service area
- Searchable digital archive by name, address, reference, job ID, or date

Optional archive exports are available for integration with external document management systems.

7. Performance and Capacity

- Daily service level: Files received by 12:00 are typically processed and dispatched within 24 hours
- Peak capacity: Dual-site production with load balancing and pre-authorised overtime and weekend working
- System availability: Target availability greater than 99.5%
- Planned maintenance: Scheduled outside core hours with advance notice

8. Quality, Security, and Environmental Management

VMR operates certified management systems, including:

- ISO 9001 – Quality Management
- ISO 27001 – Information Security Management
- ISO 14001 – Environmental Management

Customer data is hosted in the UK and protected using role-based access controls and audited processes.

VMR uses FSC-certified paper, recyclable materials, and continuous improvement processes to reduce waste and environmental impact. Postal optimisation routines are used to minimise cost and carbon emissions.

9. Supporting Digital Transformation

VMR supports digital-first strategies through:

- Secure email and SMS delivery with automated print fail-over

- QR codes and dynamic links to encourage online self-service
- Analytics and periodic service reviews to measure print reduction, cost savings, and environmental impact
- Collaborative pilot projects to increase digital adoption while maintaining inclusive access

10. Support and Account Management

Customers are supported by a dedicated Account Manager and an operational support team.

- Support hours: Monday to Friday, 08:00–18:00
- Support channels: Telephone and email
- Ticketing: All requests are logged and tracked to resolution

Additional support arrangements can be agreed for critical services or peak periods.