

DIGITISED MAIL

Transforming mailroom operations for the digital age

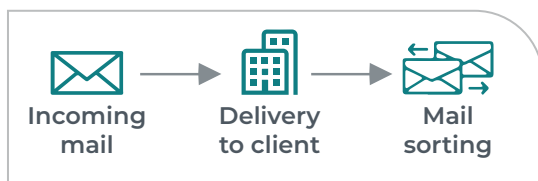
Integrate and digitise critical paper-based business information with increasing efficiency, speed and accuracy required to thrive in a more virtual world.

Williams Lea's digital mailroom platform automates and optimises mailroom operations and management in the most efficient and cost-effective way.

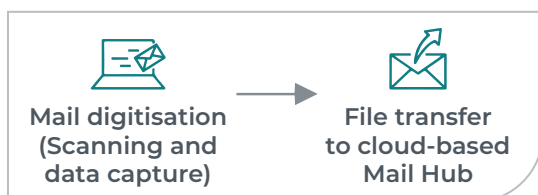


A strategic end-to-end solution

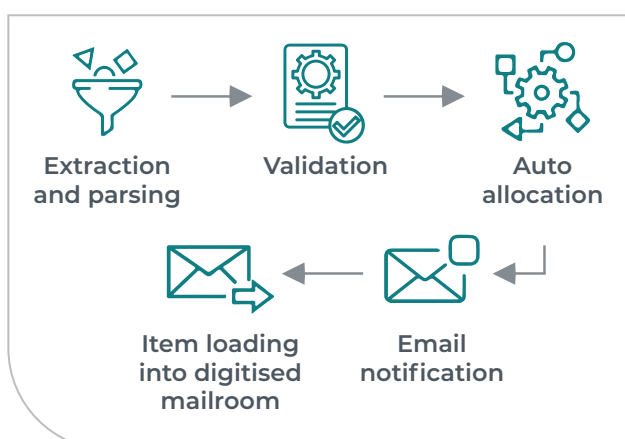
Mailroom



Digitisation



Process automation



Inside the Mail Hub: Workflow control

The mail hub is the nucleus of operations, used by the mail staff to process mail and track requests from end users.

It features a full audit trail and complete visibility of a document's lifecycle. The dashboard has a scorecard that displays all the processed jobs, auto allocations and pending to-do items.

Robust analytics

The mail hub's analytics go beyond the volume of mail processed to capture end-user behavior and actions, such as:

- Average time users take to view their mail
- Number of downloads, printouts, requests for full scans or rescans

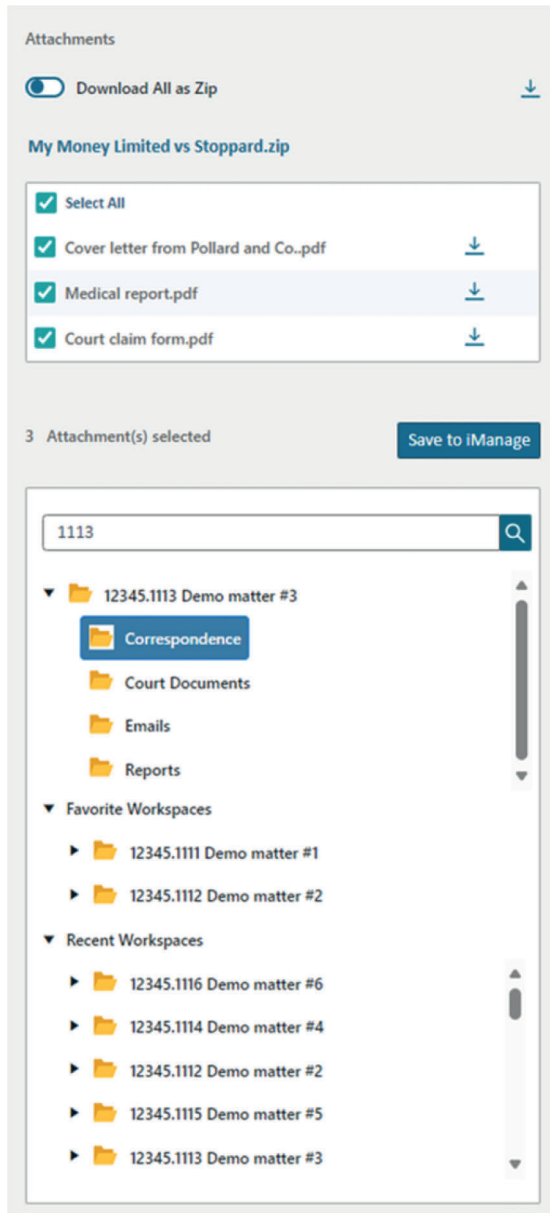
These behavioural data give the platform the flexibility to adapt to user preferences over time.



Inside the Mail Hub: Seamless DMS integration

Our solution is now integrated with the iManage DMS (Document Management System), further enhancing workflow efficiency.

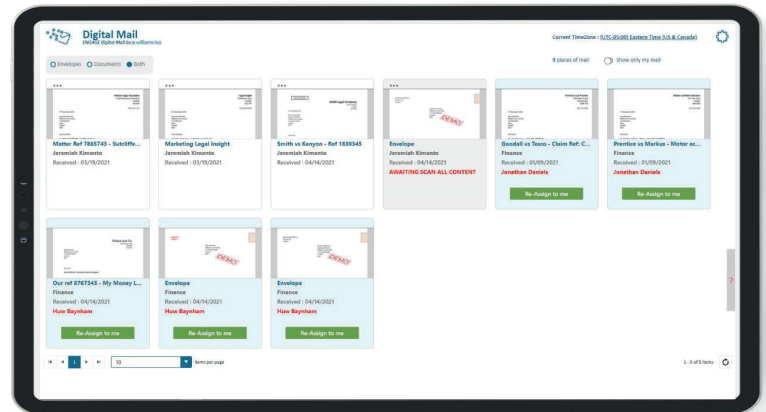
Users can now upload directly to the iManage DMS, enter metadata, and manage favorites and recent history within the digital mailroom platform.



Inside the Digital Mailroom: Control at users' fingertips

The digital mailroom displays all items in the end user's inbox:

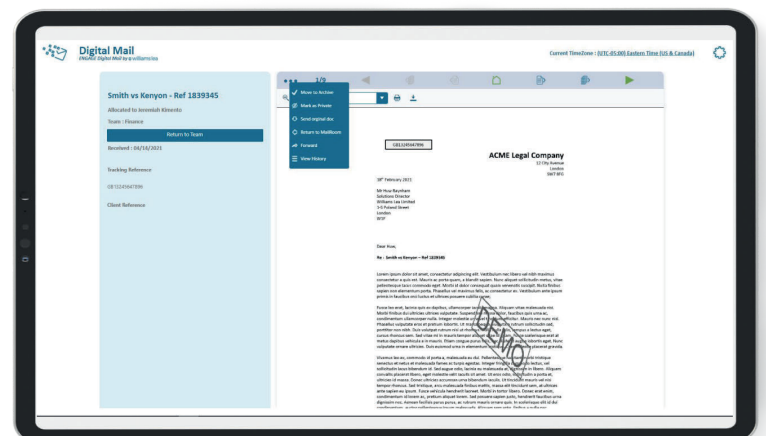
- Mail items show key descriptors or references captured at scanning time
- Individual and team working modes available, based on role-based rights for authoring, editing and downloading
- Auto-routing of unambiguous mail addresses made to a corporate directory that can later be assigned to an individual



Through the digital mailroom mail management functionality, end users can:

- Request to open and scan envelopes or forward original documents
- Return documents to the mailroom
- Mark mail as private
- Download and archive documents

Organisations can also configure document types and other descriptors to map to their records or document management systems.



TECHNOLOGY DRIVEN. GLOBALLY CONNECTED. EXPERT LED.

Williams Lea is the global provider of tech-enabled and skilled business-critical support services to financial, legal and professional services firms, connecting people, processes and technology to streamline key business and administrative functions and helping companies adapt to a more virtual and digital workplace. Williams Lea serves clients in 20 countries across four continents and has nearly 7,000 employees worldwide.