

Civica Digital Mail Service

Save money and improve productivity with seamless inbound and outbound mail and archive scanning

Our Digital Mail Service processes physical inbound and outbound mail that comes in and out of your organisation, helping to increase efficiency and reduce costs.

Our mailroom services save you money and reduces workload for your staff.

Using a digital mail service supports your digital transformation agenda and transition to paperless working; making your organisation greener, saving money and improving process efficiencies.

Why choose Civica Digital Mail Services?

Seasonal peaks in workload, staff sickness and absence, and limited budgets can make it challenging to manage in-house mail efficiently.

As a result, back-office performance can be affected, potentially impacting customer service and reducing revenue.

Our hybrid outbound mail service is digital and fully automated, reducing print and mailing costs. You no longer need to print and package documents – we do this for you.

Our inbound and outbound mailroom services can easily and quickly connect with your internal business systems to ensure a seamless transition.

Our public sector customers choose us over bulk-scanning houses because we handle their inbound mail in a secure, purpose-built, facility that's dedicated to public sector customers.

Archive scanning accelerates your digital journey, removing paper records, freeing up space and reducing the risk associated with hard copy formats. Our experienced team prepare and scan your documents to searchable PDFs to deliver high quality images that are accessible via your document management system. Our service includes tracked collection and transportation to our secure facility and is concluded by the safe destruction of your documents

Civica Digital Mail Service enables you to:

- Process inbound and outbound more efficiently
- Focus on key business objectives as staff resource is freed-up
- Increase productivity with simple and easy to use software
- Custom develop the software using the latest technology
- Deliver continuous improvement as well as ongoing transparency with quarterly reviews
- Be more environmentally friendly as 100% of documents will be recycled
- End to end service from collection to destruction

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

Civica Digital Mail features and benefits

Implementation

We've a long-term track record of successful implementations connecting to a range of back-office business systems. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and is applied to all projects and programmes operated across the Civica Group.

It seeks to govern and assure bid and delivery activity to provide sufficient delivery focus throughout the life of the implementation project.

A dedicated project manager is responsible for managing the delivery of the implementation project, managing project milestones, liaise with your key stakeholders. They lead regular project meetings to report on project progress, and to highlight and manage risk throughout the duration of the project.

Progress reporting is provided through our standard weekly highlight report that will include a RAG status for each work stream within the project and a commentary on progress; a report on any risks/issues for escalation and decision; and a summary of what is planned in the next reporting period

Features

- Receiving and processing your mail in various formats
- Importing emails, document-type recognition, secure tracking
- Scanning
- Indexing
- Delivering to the desktop
- Storing or destroying – all files can be stored or destroyed securely
- Ensures continuous improvement with regular reviews, where we update you on progress and usage.

Benefits

- Saves you up to 50% on outbound mail costs
- Saves you up to 40% on inbound mail handling costs
- Frees up your staff to focus on other priority tasks
- Increases productivity with a simple, easy-to-use automated solution
- Increases efficiency by delivering mail to your desktop, ready for processing, on the same day it's received
- Supports your digital transformation agenda and transition to paperless working
- Helps you be greener as all your paper-based mail is recycled
- Ensures your mail is handled safely and securely with ISO 27001 compliance
- Easily integrates with your revenues and benefits software, ensuring a seamless service.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701
BS 10008