Secure mail processing at high volume, now from anywhere.

SUCCESS STORY / FINANCIAL SERVICES / TRANSACTION MANAGEMENT

Financial Services Company

A robust, fully-automated mail processing solution in partnership with OPEX®.

Strategic Initiative

A financial services company received nearly 30,000 pieces of mail each day. These were opened and imported using OPEX Falcon® scanners in highly secure work centers with more than 500 agents handling document processing. In response to the COVID-19 pandemic, the company needed to shift processes out of these centers while continuing to meet security standards and federal timelines for claims-processing.

Solution Plan

Working with ImageSource, the company implemented ILINX Advanced Capture to facilitate data capture from mailed documents. Easily integrated with the company's OPEX Falcon® mail-opening scanners and Salesforce CRM, the solution automates high-volume transaction processing. ILINX Advanced Capture intakes information, pre-populates claim files, and intelligently flags cases that require human review.

Investment Return

The ILINX mailroom-processing solution allows the company to process claims at unprecedented volume and resolve the majority without manual review. It has transformed business efficiency and agility by reducing the demand for exception processing. These gains have enabled 90% of its employees to work remotely when needed while successfully meeting regulatory standards for claims-processing turnaround.

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 AND INTELLIGENT WORKFLOW

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® with **OPEX®**

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.