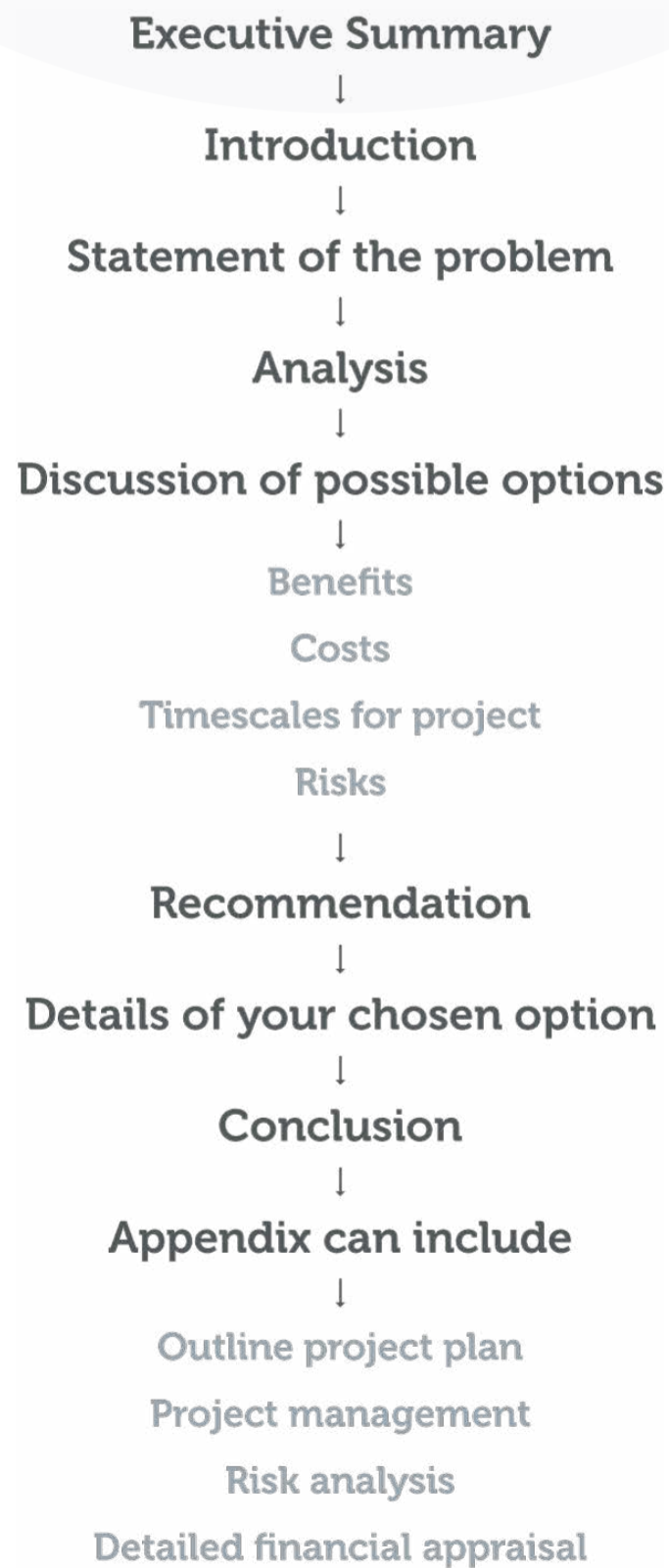


Mailroom Business Case

Tips for writing your mailroom
business case.

When writing a Business Case for a Digital Mailroom it follows much the same format as a standard business case document that is submitted to a board to review.



Executive Summaries, Recommendations etc. evolve from initial research. This document has been created to support the initial research stage. Every organisation is unique, and it is difficult to create a one size fits all approach to writing a business case. Hopefully this document will start you off in the right direction and provide inspiration on how to begin the journey.

Restore's consultants are always on hand to support you and can provide free consultancy to help you draft your business case. Reach out either by phone [0333 043 5483](tel:03330435483) or email: mailroom@restoredigital.co.uk



Possible discussion options

Benefits

Need to be tailored to your company, business strategy and current business model. But benefits often to stem from:



Increased customer satisfaction

Respond faster with automated mail classification and routing.



Increase visibility and control

Gain real time knowledge on information entering your organisation.



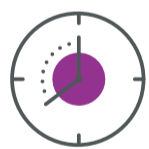
Reduce operating costs

Reduce the costs of sorting, organising and manually tagging documents.



Scalability

Manage your peaks and troughs of mail without incurring unnecessary overheads.



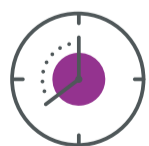
Speed up transactions

Speed up the time to realising revenue by making information available and into internal systems faster.



Security and compliance

Fully auditable from receipt, and once electronic, easily manage retention periods and permissions.



Same day digitalisation and indexing

Fast turnaround of the daily post, with service level agreements that mean relevant information gets to the right person fast.

Costs

Cost analysis - understanding current costs

	Incoming mail		
	Quantities hardcopy mail	Quantities email	Quantities fax
In-house created forms			
Invoices			
Purchase orders			
Whitemail			
Junk mail			
Complaints			
HR related documents			
Original items (e.g. birth certificates)			
Parcels – business			
Parcels - staff			

	Number of staff (or FTWE)	Number of hours a year	Average hourly wage cost	No. ft ² used to manage inbound post
To sort inbound post				
To distribute inbound post				
Staff to open inbound post				
Staff to enter inbound post into the correct systems				
Staff to action/respond to inbound post				

Average time taken until

Inbound post is sorted	
Inbound post is distributed	
Inbound post is entered into the correct system	
Inbound post is responded to	

Using the data above, what would be a budgetary cost for a mailroom based on the above quantities.

If post was collected at 7am, how quickly would they be classified, and data available to understand incoming workload?

At what time would the digitised, indexed images be available?

At what time would the data in [INSERT RELEVANT DOCUMENT TYPES] would be extracted and pushed into [INSERT RELEVANT DATABASES AND SYSTEMS]

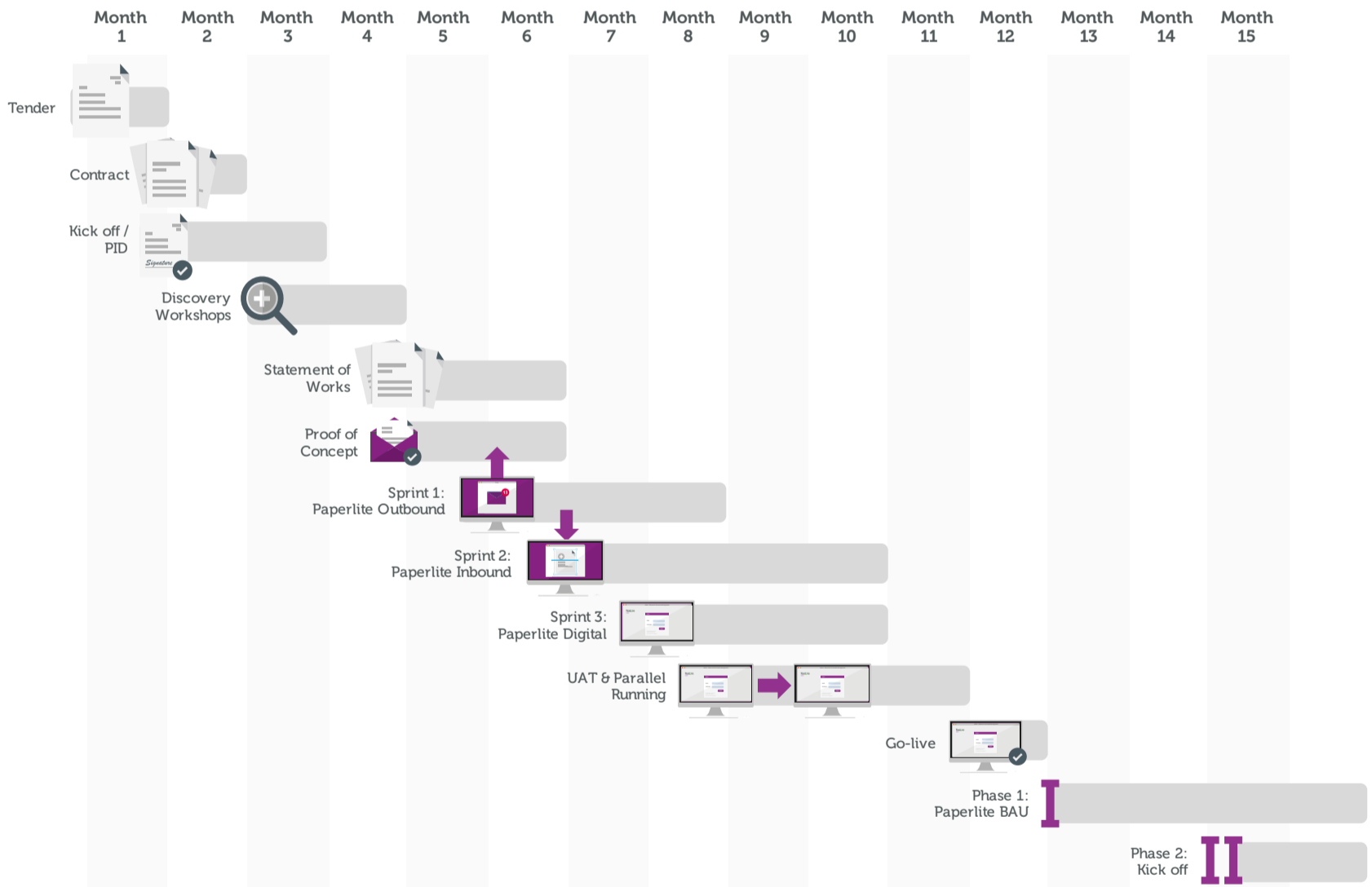
At what time would no-conformance item be posted back, and not enter your building?

Using the data above, what is your current total mailroom costs in monetary terms.

Using the data above what is the total time cost of your current mailroom.

Timescales

Typical high-level implementation plan



Risks

These are again often bespoke to an individual business. But can include:



Resource

Freeing up resource internally to manage the project.



Business agility

The risk of doing nothing can make organisations less agile and efficient than tech-based start-ups.



Cost base

The risk of doing nothing can make your cost base higher than competitors in the long run.



Supplier fit

Ensuring you find a supplier that understands your business and minimises disruption.



Mail and data security

Lost mail and GDPR

Who we are

Restore Digital is part of Restore Plc and together we provide the complete solution to organisations' document and data management.

At Restore Digital we help organisations empower their data, with security, auditability and compliance as the backbone.



If you are interested in finding out more.

Get in touch and we'll happily answer any of your questions:

info@restoredigital.co.uk

Join the digital transformation discussion on LinkedIn:

www.linkedin.com/company/restore-digital/

Twitter: [@RestoreDigital](https://twitter.com/RestoreDigital)

#RestoreAnswers

