# ADEC Document Scanning Solution for Daily Incoming Paper-Based Mail

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| **PROJECT** | MAIL BOX SCANNING PROJECT |
| **CLIENT** | CONFIDENTIAL |
| **LOCATION** | NEW SOUTH WALES, AUSTRALIA |
| **INDUSTRY** | GOVERNMENT |
| **SERVICES** | DOCUMENT SCANNING |

## THE Challenge

Our client is one of the leading regulatory authorities in Australia. This organisation receives hundreds of applications everyday which include registrations requests, renewals and notifications. These applications are submitted via paper-based mail and comprise a wide range of service requests. It was a challenging and time-consuming task for the organisation to assort, categorise and prepare these applications for processing. The client was seeking an ongoing document scanning solution to increase efficiency and reduce costs in the operation.

## OUR SOLUTION

Since 2011 ADEC successfully handled all incoming mail for the organisation. ADEC collects incoming mail from the organisation's mailbox twice every day.

All incoming mail are opened and marked by date, the documents are then classified into categories based on type. Each application is then scanned, indexed, categorised by request and then uploaded into a secure FTP for the client to download. Indexing and assorting is done by following a complex set of rules outlined by the client.

ADEC uploads these applications daily for the client to view within 7 business hours of receiving the documents, and the physical copies are returned the next business day after arrival.

On average, we process 100k images every month, including 10,000 records, with an accuracy level of over 99.8%.

## THE ADEC INNOVATIONS ADVANTAGE

ADEC is one of the largest bureaus in Australia with over 25 years of industry experience. We are a leading provider of document and data management outsourced services in the Australian market. Our NSW facility has the capacity to scan over 400,000 images every day.

Documents and records are a key part of the efficient management of any organisation, yet the work needed to maintain them is not always regarded as a core activity. We specialise in providing a vast array of document outsourcing services, including specialised scanning solutions based on industry sector. ADEC has expertise in providing document management solutions to Healthcare, Government, Education, Mining and Corporate sectors.

We also provide a vast range of customised document outsourcing services for companies seeking new ways to achieve higher performance by reducing costs. With our industry experience, there is not a solution that ADEC Preview wouldn't be able to provide to fulfil your digitisation requirements.

## Deliverables and Results

- Ongoing project – ADEC processes approximately 10,000 applications every month.
- ADEC adheres to a strict 7 hour turnaround time after collection.
- Documents are returned the next business day.

### Client Testimonial

"Outsourcing to ADEC has allowed us to spend valuable time and focus on our primary business and not been caught up with the day to day in-depth processes of a mailroom."

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# ADEC PREVIEW SOLUTIONS™