

Digital Intake Center vs. Scanning

Canon Business Process Services (Canon) Digital Intake Center is an evolutionary mail management service offering that allows faster access to incoming information from the mail stream through electronic distribution of valuable mail content. Although Canon Digital Intake Center involves scanning activities, it has capabilities that go beyond those of general imaging solutions. The service fulfills business needs that conventional scanning solutions cannot.

Many enterprises assume that because they happen to scan predefined mail (such as lockbox, remittance and/or A/P correspondence) that they have a “digital mail” solution. The truth is they do not. They are scanning a portion of mail identified to be scanned leaving a significant amount of mail to be distributed physically.



	CANON DIGITAL INTAKE CENTER SERVICES	IMAGING/DATA CAPTURE SERVICES
BUSINESS CASE	Scan incoming mail that is addressed to employees and normally distributed to an employee’s desk, satellite location, or home office. This process significantly reduces physical mail distribution, digitizes paper, suppresses junk-mail, increases efficiency, avoids scanning, copying and storage downstream, and enables the integration of information into digital workflows or record.	Scan certain (collected, sorted, identified) incoming mail for image and data capture in order to feed information into workflow and/or deliver it into a document/content management repository.
SERVICE OFFERING	<p>Canon Digital Intake Center utilizes a specialized scanning process and electronic mail delivery application to replace physical delivery with electronic as much as possible. Three service options are available to meet organizational policy and mail center needs</p> <ul style="list-style-type: none"> + <i>Content Scanning</i>: All mail is automatically opened and scanned + <i>Permission-Based Content Scanning</i>: The envelope face is scanned and presented to the recipient first. The envelope is opened and its contents are scanned only with specific permission from mail piece owner + <i>Envelope Scanning and Presentment</i>: The envelope face is scanned and presented electronically and the paper mail piece is delivered physically un-opened 	<p>Imaging and data capture services are custom designed for image and data capture needs. Typically on the front end standard image/data capture applications are used with business process applications or content/document/records management applications receiving the images on the back-end.</p> <p>The mail to be scanned is sorted, separated from mail addressed to employees.</p>

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PROCESS	<p>Canon Digital Intake Center is a centralized mail center service combining both mail and scanning processes to deliver mail to the employee.</p> <ul style="list-style-type: none"> + <i>Entails:</i> Physical mail process, mail scanning process, workflow, digital mail system + All inbound scannable mail addressed to employees or departments is scanned + E-mail is used to notify the recipient they have mail + Scanned mail is delivered electronically + Mail that is not scanned (and parcels) are delivered physically 	<p>Imaging/Data Capture process is carried out in a designated scanning area or center.</p> <ul style="list-style-type: none"> + <i>Entails:</i> Document scanning, data/image, capture process + All predefined mail or documents collected specifically for scanning are scanned. (A PO Box or lock box may be used as a collection vehicle.) + Mail addressed to employees is not scanned + There is no physical delivery of documents/mail to employees after scanning
TECHNOLOGY	<p>Canon Digital Intake Center utilizes similar image and data capture in any scanning process. A specially designed workflow application provides electronic mail delivery and controls which envelopes are opened and scanned and which are not.</p>	<p>Imaging/Data Capture uses a variety of capture software. The service is designed to save scanned images & data to the document storage repository or to workflow, generally with additional metadata.</p>

KEY BENEFITS

- + Converts incoming paper mail into a digital format
- + Faster access to documents and information
- + Suppresses junk/unwanted mail
- + Reduces the cost and time of physical distribution, air carrier or shipping from the mail center to the recipient
- + Provides visibility into incoming mail stream which leads to mail volume reduction, lower costs and improved mail process
- + Protects information for disaster recovery
- + Commitment to sustainability
- + Makes each scanned mail piece "accountable"

To determine whether a Canon Digital Intake Center process or a traditional scanning process is best suited for your organization, an analysis of your mail distribution process relative to your business goals is most useful. We have highlighted some of the critical differences. But, much more needs to be examined depending on your goals and other factors such as: mail opening policy; value, timeliness, urgency and security of information in

the mail stream; volume of mail; amount of mail forwarded beyond the intake center; degree of mail decentralization; mail distribution costs and more. Our mail management and imaging solutions experts can work with you to assess your mail distribution requirements to determine if a Canon Digital Intake Center makes sense for your organization. We are committed to providing innovative thinking that will deliver the best solution for you.

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Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

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