



Electronic Post Room

The Mail Processing Managed Service provided by Cave Tab Ltd

OVERVIEW

Overview by Ian Keers
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Introduction

Cave Tab Ltd is a Northampton based Records Management Specialist with a history in paper filing systems going back to 1923. Since 2001 we have offered Digital Conversions Services to customers whereby paper records are scanned and indexed for use within an Electronic Document Management System (EDMS). Since 2006 our service offering has been enhanced by our ability to process incoming mail on a daily basis and render it for transfer into an EDMS or Workflow system on the same day. This service has proven to be highly effective and is capable of generating significant cost savings for the end user.

Cave Tab Approach

Cave Tab has an industrialised approach to the scanning and indexing process, which is probably the greatest differentiation between us and an in-house solution. We have an extremely effective and comprehensive end-to-end process control system which uses our own FileTrail software together with Kofax Ascent Capture software in conjunction with high-end Kodak production scanners. FileTrail is web-based which means our clients as well as ourselves can “see” their documents at every stage of our process. Clients can make online requests for certain records to be fast-tracked through the same system. Above all though, our use of these sophisticated systems means that we have absolute control of the production process throughout its stages which in turn, assures an extremely high level of quality and accuracy in output for our clients. Due to this “industrialised” approach, our unit production costs are usually far lower than any in-house operation could ever be.

Outsourced Mail Processing

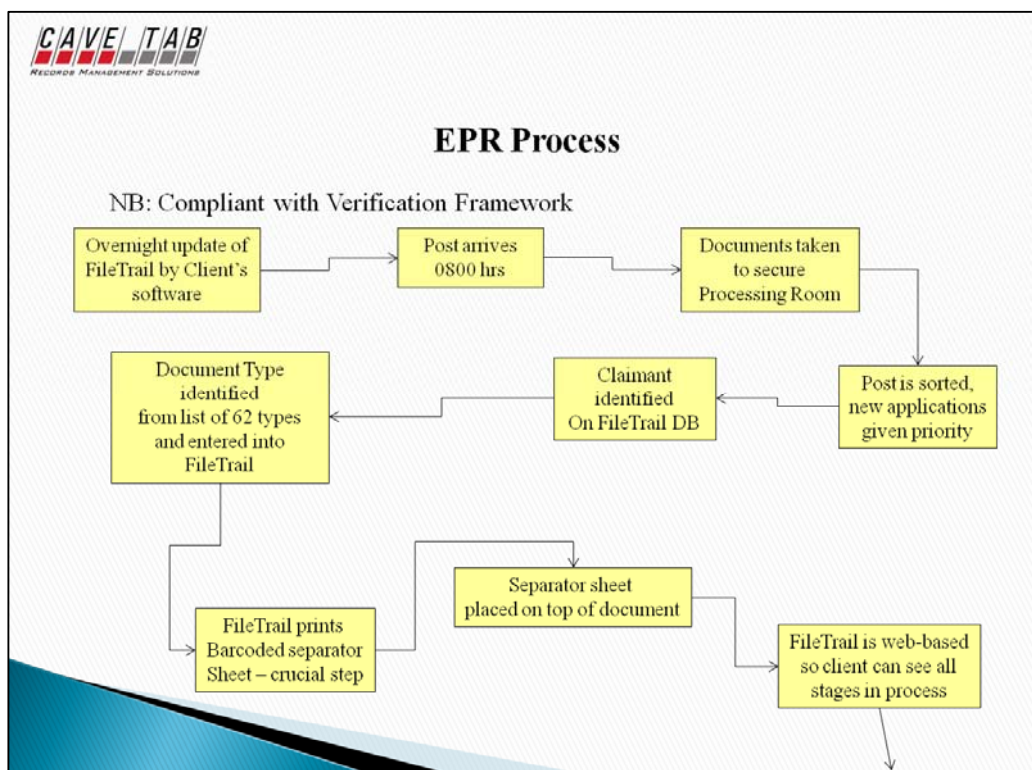
For this Service Offering we adopt the same approach as described above, but with several enhancements:

- A dedicated Team which soon become “experts”
- A dedicated Processing Room, thus no contamination with other client’s material.
- Mail Opening and sorting pre-process
- Database identification of client or matter (Databases can be refreshed overnight)
- Document ID and classification. Our teams can learn to identify extremely large numbers of document types.

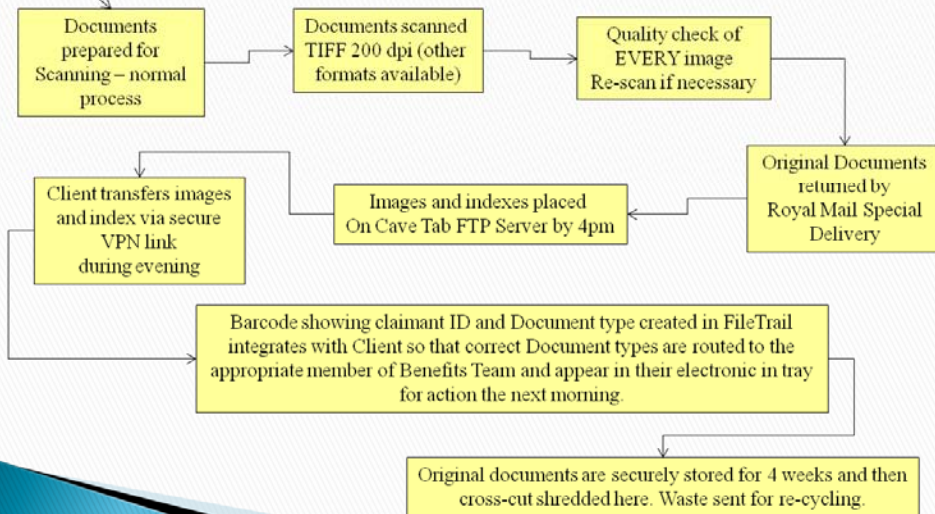
- Barcode codification of client/matter/document type. This codification can then integrate with receiving workflow software so that the correct types of document flow into the electronic in-trays of the appropriate members of the client staff.
- Transfer of images and index files is via secure VPN link from our FTP Server, the link being commanded by the client.
- Secure return of “original” documents to owner, eg. Proofs of identity and income.
- Long-term storage of original paper documents if required.
- Secure destruction of original documents and issue of a Destruction Certificate.

Flexibility of the Service

Since we have the resources and capacity of our Processing Centre in Northampton, we can shape the outsourced service in almost any way to meet the varying requirements of our clients. The following diagram shows one method used for a large London Borough:



EPR Process (as carried out for Civica/Tower Hamlets)



Notes on the above

- All documents processed each day, there is NO BACKLOG
- Additional trained members of Staff are available when needed
- This is the process for one client only and can be adapted in any way.

Service Level

Cave Tab will be happy to look at any Service Level Requirement put to it and once agreed, will operate to a strict Service Level Agreement. We are prepared to accept Service Credits, but as our References will show, these have never been applied to us and all targets are met.

The assurance of regular, timely completion, no backlogs and potential cost savings are the reasons why an increasing number of organisations are seeking out Managed Services of this kind with Cave Tab.

Costs

Clearly, costs depend on the degree of service required and will vary considerably between applications. However, a service as shown in the case above could be provided for around £80+VAT per thousand images processed. This figure includes everything from arrival of documents at our Processing Centre, to rendering of images and index files to our FTP server through to ultimate secure destruction of paper originals after a period of secure storage.

Cave Tab is happy to provide exact quotations for specific detailed service requirements.

Process Demonstration

We would urge any organisation potentially interested in this service to visit our Processing Centre in Northampton where a detailed demonstration can be made.

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