



Benefits:

- Outbound solutions
- On-site or off-site
- Digital mail
- Automation lead solutions
- Process improvement
- Cost reduction
- Return to sender
- Track and trace
- X-ray screening

Innovative Mailroom Solutions

Turn your mailroom into an effective business information centre

Mailroom solutions, including on-site, off-site, and digital mailrooms are at the heart of Converga's expertise. Each year we manage more than 80 million mail items, over 1 million courier deliveries and 770 million documents for our clients.

The process for receiving, sorting and distributing mail varies according to the individual needs, culture, and core business activity of each client. However these days, no matter what your industry, the aim is to convert mail into business information as fast as possible – and manage the process efficiently and effectively. We record transaction volumes and monitor processes and performance outcomes to report against pre-determined service levels and business trends.

On-Site

With over 14 years experience behind us we manage more than 120 mailrooms for 40 clients nationally. A guaranteed price policy provides businesses with consistent and predictable cost outcomes and, as a result, our client list reads like a Who's Who of Australian business.

Off-Site

Converga can take your entire mailroom off-site and manage it from one of our Converga Technology Centres (CTC's) across Australia and New Zealand. These sites process in excess of 100 million documents annually.

Digital Mail

Converga's Digital Mail solution is an innovative yet simple way to receive your mail securely online. Mail sent to your assigned PO Box address is scanned and converted into a digital image, in most cases Adobe PDF. Unscannable items such as magazines and parcels are re-routed and delivered to your desired physical address. The digital version of your mail is accessible online via any web browser anywhere in the world.



Innovative Mailroom Solutions

Return to Sender

Converga can provide rapid turnaround of large volumes of Return to Sender (RTS) mail following various campaigns and marketing activities. Through our investment in high-end scanning equipment and sophisticated Intelligent Document Recognition IDR technology, our solution processes RTS envelopes quickly, identifying up to 90% of returned mail without opening the envelope. By extracting the incorrect addressee information, we are able to immediately provide notification back to the database or system that generated the address, thus improving the accuracy of the source address systems and reducing the cost of future mail-outs.

Track and Trace

Implementation of a track and trace system for courier, express post and registered post items within your business will significantly improve control over the delivery of all items of a sensitive nature or for any item, which requires a delivery record of the recipient's signature. Converga's track and trace system will track the location of an item from receipt to delivery, will record the number of attempts to deliver to the recipient and upon delivery will record the recipients name and signature. All movements and updates made to the system will be auditable with time stamps and the name of the staff member updating the database.

Detailed statistics are available within the system including a daily record of all inbound/outbound mail volumes to facilitate weekly and monthly reporting and to provide real time trend reporting.

X-ray screening

Converga utilises the latest technology to x-ray mail items; the x-ray machines provide an intuitive graphical interface with high image quality. The machines also provide high performance threat detection with automatic colour coding of materials with different atomic numbers so that staff can easily identify objects within the parcel.

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www.converga.com.au



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