

# Digital Mail<sup>SM</sup>

Streamlining, automating and digitizing traditional mail processes

## WHAT IT IS:

Digital Mail is an internet-based end-to-end workflow solution that enables organizations to manage the intake and distribution of inbound mail. Digital Mail incorporates state-of-the-art technology that enables intelligent data extraction and indexing, automates formerly manual processes and utilizes electronic delivery methods to automatically route mail to the correct recipient.

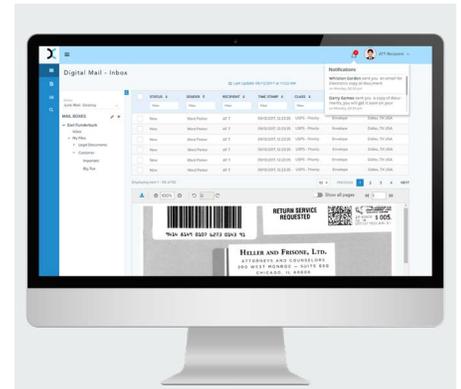
## WHAT IT DOES:

Digital Mail enables enterprises to quickly receive, process and deliver mail to the proper recipient(s) by streamlining, automating and digitizing traditional mail processes. Enterprises determine pre-set business rules that establish proper delivery routes and methods for key individuals and departments. End-recipients can also determine how they prefer to receive physical mail, whether it be through electronic delivery, physical delivery, storage of mail or a combination of all options

## HOW IT WORKS:

Digital Mail follows the following workflow process:

- **Mail Receipt:** Incoming mail is received at Exela's onsite or offsite mail processing centers.
- **Scan, Sort and Prepare:** Exela scans and sorts mail to determine what actions are required. Mail envelopes are 1.) opened, scanned and electronically delivered; 2.) physically delivered, with an image of the envelope being electronically delivered; or 3.) stored while an image of the envelope is electronically sent to the end-recipients with prompts to determine the proper delivery method.
- **Intelligent Data Extraction:** Data is extracted from digitized images via OCR and ICR engines. Intelligent data capture technology extracts information from the image such as the date, end-recipient number and the sender or receiver address.
- **Indexing:** Exela's proprietary technology automates the rapid identification of documents (such as claims, invoices, payments, loans and customer correspondence) based on machine learning algorithms so that all mail can be properly indexed.
- **Routing:** Mail is routed and delivered pursuant pre-set enterprise determined business rules and/or the end-recipient's preferences. If further action is required, an image of the envelope is sent to the end-recipient with prompts for further action.



## BENEFITS

- ✓ Increased speed of delivery and receipt of information
- ✓ Full visibility into the chain of custody
- ✓ Sustainable practices that reduce paper use
- ✓ Enhanced decision making through automated rule sets that allow multiple users to review incoming mail
- ✓ Synchronization with other technology (e.g. Exela's proprietary project management platform)
- ✓ Mitigates risk by reducing the potential for errors associated with physically delivering mail

**Embracing complexity. Delivering simplicity.**