

CRITICAL EFFICIENCY IMPROVEMENTS IN DOCUMENT MANAGEMENT

OPEX® scanners help EXL conquer the prep process

OPEX®

// THE BACKGROUND

EXL, a global operations management and analytics company based in New York, provides mailroom and document services to companies primarily in the finance, accounting, and insurance markets. The company operates customer mail centres both on-site and in its own facilities where document imaging and document management are core activities.

// THE CHALLENGE

EXL was operating a mailroom on behalf of their client where staff received, prepped, and scanned documents on a conventional production class scanner. The facility processed between 6,000 and 6,500 documents per day, with each document containing 3.5 to 4 pages. The preparation process required caused problems in terms of quality and productivity.

// KEY CHALLENGES



QUALITY AND RELIABILITY
OF IMAGES



OVER 20,000 PAGES
PER DAY



LABOR NEEDS

// KEY RESULTS

35%

LESS TIME NEEDED TO
COMPLETE A DAY'S WORK

14

REDUCTION IN THE
LABOUR NEEDED

2,500

ADDITIONAL DOCUMENTS
PROCESSED PER DAY

// THE SOLUTION

EXL turned to OPEX and deployed six Falcon® scanners at the site. Now as mail arrives, the EXL staff sort the incoming documents by line of business. Envelopes are stacked on a feeder system on the scanner and then processed. The mail opening, scanning, sorting, and post-scanning processes are handled on the Falcon series scanners. This eliminates manual prep work and other steps in the mail-handling process that had caused productivity issues during the initial deployment of the old hardware. What previously took a day's work is now complete in about 65% of the time with fewer resources. OPEX's robust reporting allows EXL to measure productivity and throughput for resources, and can detect any piece of mail in the system at any point in time.

// THE FUTURE

EXL is so satisfied with the performance of OPEX equipment, that they have made the Falcon scanner series the primary equipment used in all future contracts. They are able to show prospective clients the benefits of the solution at a live deployment and are looking to implement additional features of the platform in the future.

"WE ELIMINATED RECEIVING AND PREPPING STEPS ALTOGETHER. WE ALSO GOT MUCH MORE ROBUST REPORTING WITH OPEX® AND ONBASE®. WE ARE NOW ABLE TO MEASURE PRODUCTIVITY AND THROUGHPUT FOR OUR RESOURCES, AND WE CAN DETECT ANY PIECE OF MAIL IN THE SYSTEM AT ANY POINT IN TIME."

-Arun Kumar

SAVP, Operations and Account Management, EXL

"ON AVERAGE PER SCANNER, WE REDUCED HEADCOUNT BY 2 TO 2.5 PEOPLE FROM OUR PRODUCTION STAFF. AFTER TWO MONTHS, WE WERE ABLE TO REDUCE OUR TOTAL HEADCOUNT BY CLOSE TO 14 PEOPLE."

-Glen Baker

VP, Life and Annuities, EXL



HAVE QUESTIONS? CONTACT US. // opex.com // info@opex.com

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