

PITNEY BOWES DELIVERS INTELLIGENT ENTERPRISE CAPTURE SERVICES

Enhances document processing and reduces costs through outsourcing

ESSENTIALS

Outsourced document services from PBMS based on EMC Captiva provide:

- Improved document handling
- Reduced document processing costs
- Flexible inbound document processing options

Every day, organizations receive thousands of paper documents, faxes, or e-mail that need to be archived, accessed, and transformed in order to support business processing systems. From customer service to compliance, virtually every aspect of business success relies on fast and accurate processing of these critical inbound documents. But the related technology investments, staff training, and IT support can be a drain on an organization's resources.

Pitney Bowes Management Services (PBMS) provides reliable, cost-effective, secure Document Processing Services (DPS) for ongoing capture, indexing, extraction, and delivery of business-critical information to back-end systems. PBMS leverages EMC® Captiva® to capture documents and forms, extract the critical business data, and deliver the digitized documents and data into an organization's content management repository, business process, or workflow system. These services can be provided on customer premises, offsite at PBMS processing centers or through a blended model of both onsite and offsite services. With PBMS handling incoming documents, an organization is assured of on-time digital documents and data delivery that is streamlined, economical, and secure.

IMPROVE DOCUMENT HANDLING

Today more than ever, the flow of information is immediate and ever-changing. No longer relegated as a back-office operation, document management has moved to the forefront to become a strategic tool that can streamline every aspect of business performance. However, document and data processing is not necessarily a core business function or area of expertise for many organizations. In-house operations for these functions are costly to staff and difficult to manage and maintain.

By leveraging the competency of an outsourcing partner for such tasks, organizations can lower costs while improving the accuracy and speed of document processing. As a single source provider of both mail and document processing services, PBMS provides comprehensive managed services for both physical mail and digital document delivery.

Through the use of best practices and standards, PBMS ensures regulatory compliance and standardization across business functions. Organizations experience reductions in cost and complexity through the use of EMC Captiva software, combined with PBMS process standards, performance measurement, reporting, and the expertise of highly trained staff.



INCREASE FLEXIBILITY

PBMS offers a flexible delivery model that enables organizations to design the optimal document entry and processing, which in turn allows the best use of valuable internal assets. An outsourced solution from PBMS provides the scalability to support fluctuations in volumes and changing services needs, so that organizations don't have to manage or fund the "peaks and valleys" of labor and equipment for document processing. The trained staff and resources immediately available through PBMS can save an organization the expense of capital investments, maintenance, and training. Service level agreements (SLAs) and pricing models are designed to absorb volume spikes.

Through centralized processing facilities located across the country, PBMS supports accounts of all sizes. All sites are secure, fully staffed, and equipped to perform back file and day-forward processing. Day-forward documents are part of daily business processes, such as incoming invoices or claims. Back file documents are those in active or long-term storage, such as human resources or customer account files. PBMS provides document processing services onsite at an organization's location, offsite at PBMS facilities or through a blend of onsite and offsite locations. PBMS provides organizations the flexibility to select the most convenient point of capture and processing for their documents.

REDUCE PROCESSING COSTS

Many organizations do not know exactly how much their document handling processes cost. Many do not have accurate metrics in place to assess the situation. PBMS Document Processing Services provides increased visibility and measurement standards that allow organizations to see and measure costs. PBMS SLAs are well documented, so organizations know what to expect from their outsourced operations.

PBMS Document Processing Services also helps organizations cut costs within the document handling process itself. EMC Captiva's intelligent enterprise capture platform, highly trained personnel, and standardized document handling practices create increased speed, productivity, and consistency. Onsite or offsite, PBMS can put document processes in a place that give an organization greater overall economy.

PBMS AND EMC CAPTIVA

Leveraging EMC Captiva intelligent enterprise capture solutions allows PBMS to process incoming documents and data. EMC Captiva's ability to capture anything from anywhere coupled with PBMS's ability to provide flexible, inbound document processing creates a solution that meets an organization's specific needs. PBMS provides a methodology for the management of documents from mailroom to content delivery. With EMC Captiva intelligently connecting document information to the organization's enterprise content management (ECM) systems, business acceleration is enabled through workflows or improvements, thereby enhancing overall system productivity.

Fortune 1000 companies, government agencies, and the nation's top 200 law firms trust PBMS with mail and document processing needs. EMC Captiva's enterprise scalability and high-availability allow PBMS to provide security, speed and high-level service to improve business processes and promote growth.

By combining operational excellence in document management services with EMC Captiva, PBMS provides a powerful option for outsourced services, and includes:

- The benefits of EMC Captiva intelligent enterprise capture solutions
- A single-source provider to handle all your incoming paper and electronic documents
- Regulatory compliance, data security, and standardization across business processes
- Process expertise that increases efficiency and controls costs
- Document handling across departments
- Improved workflow to speed image and data delivery to appropriate business processes
- A strategic mix of onsite and offsite solutions that leverage economies of scale

ABOUT PITNEY BOWES:

Delivering more than 90 years of innovation, Pitney Bowes provides software, hardware and services that integrate physical and digital communications channels. Long known for making its customers more productive, Pitney Bowes is increasingly helping other companies grow their business through advanced customer communications management. Pitney Bowes is a \$5.4 billion company with more than 30,000 employees worldwide. Pitney Bowes: Every connection is a new opportunity™. www.pb.com

ABOUT EMC:

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC products and services can be found at www.EMC.com.

CONTACT US

To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.EMC.com

EMC², EMC, Captiva, Documentum, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks are the property of their respective owners. © Copyright 2011 EMC Corporation. All rights reserved. Published in the USA. 5/11 Solution Overview H4934