

BUSINESS MAIL IN THE DIGITAL AGE

HOW AUTOMATION CAN SOLVE THE PARADOX



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PURPOSE OF THIS EBOOK

In today's digital world, it can be difficult for businesses to find a balance between the desire for paperless documentation and customers' wishes to continue receiving postal mail. It's a paradox that often forces organizations to work with external mail houses or spend large amounts of time and money to handle internal mailrooms.

This eBook explores the problems with these methods and offers a solution — outsourcing business mail with a fully automated mail service that's compatible with existing ERP, desktop and other business applications.



THE PARADOX OF BUSINESS MAIL

Despite the push for electronic document processing, many customers still prefer physical mail when receiving invoices and purchase orders (POs). This forces businesses to manage their mail in-house, which creates a number of problems:



LOW-VALUE, TEDIOUS TASKS

Internal mailrooms are often slow and inefficient, leading to late or incorrect mailings. Plus, rather than focusing on valuable business objectives, staff time is wasted on manual tasks.



HIGHER MAILING COSTS

Between labor, paper, supplies, maintenance and equipment, the price of handling business mail adds up quickly. Esker estimates that manually processing mail costs \$1.10 per document.



LOW HANDLING CAPACITY

Can your mailroom handle peak loads such as end-of-month invoicing? For many businesses, high-volume jobs slow down production, wasting significant amounts of time and money.

GLOBAL OUTSOURCING TREND

WHY A HOSTED SERVICE MAKES SENSE

Faced with the challenges of traditional mail options, businesses are choosing to outsource mailing operations via cloud-based automation — leveraging electronic processing without the on-site investments and upkeep.



For Controlling Costs

Outsourcing is the economical alternative to expensive internal mailrooms. Businesses will use less capital by lowering total costs of ownership and be able to convert fixed costs into variable costs.



For Employee Efficiency

Managing business mail with a cloud-based solution provides more flexibility with staff who no longer need to spend time on manual mail processing. Now, they have the ability to focus on more value-added tasks.



For Peace of Mind

With a cloud-hosted mail service, documents are 100% secure and documents are sure to arrive on time to the right person. Mailings can be tracked at any time thanks to 24/7/365 monitoring.



WHY NOT AN EXTERNAL MAIL HOUSE?

An often considered option, external mail houses have a number of shortcomings, including:

- Minimum quality mailing requirements
- No status tracking ability
- Processing before being able to preview job
- Limited/no connectivity with existing business applications

ESKER MAIL SERVICES

AUTOMATION IN EVERY PHASE OF PROCESSING

Esker Mail Services allows documents to be mailed directly from any ERP, desktop or other business application (without hardware or software) for worldwide delivery to postal services in less than 24 hours – making business mail 100% electronic for the sender.

SEVEN MAIL PRODUCTION FACILITIES

Esker's global network of seven production facilities provide least-cost routing by sending mail to the facility nearest to the recipient.



Works with Existing Systems

Users send mail directly from their ERP, desktop or business application to the Esker platform. From there, it's routed to an Esker mail production facility for processing and delivery. As part of a network of secure data facilities, each facility acts as a backup, providing 24/7 service.



Customize your Mailings

Esker Mail Services allows you to customize your business mailings without ever having to handle them on-site. You can customize your company's business mail by choosing from different options (e.g., envelope size, printing in color or black and white or adding attachments).



Real-Time Tracking

Follow your mail from start to finish using the Esker Document Manager – an easy-to-use, web-based service you can access anywhere. Get document validation as well as live status and tracking of jobs and documents.

Designed for quick reaction times and streamlined workload management, Esker offers a fully automated and highly integrated mail service that processes millions of documents each month for businesses around the world.

Esker Mail Services allows companies to know with certainty that the right document and number of pages were delivered to the appropriate parties by tracking business mailings with a unique identifier (included on a bar code on each page). Companies of any size can immediately implement e-invoicing while allowing their customers to adapt at their own pace.



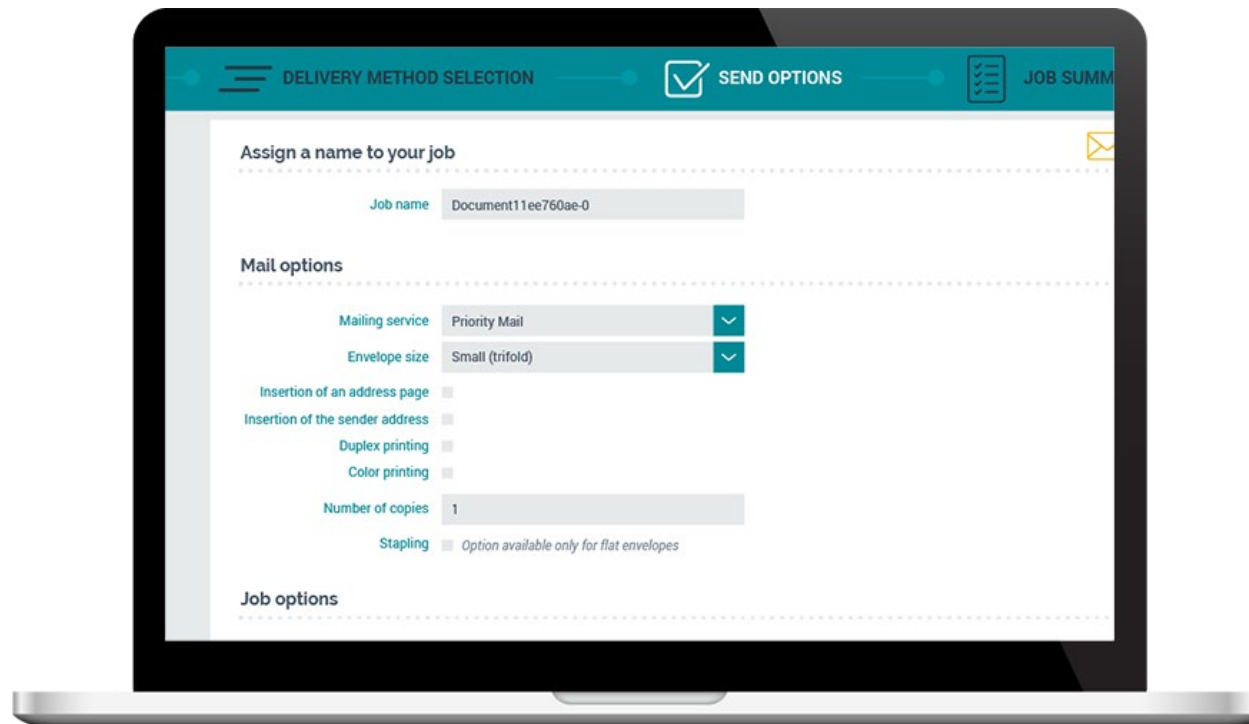
Full automation with
Esker Technologies



Virtual Printer



Esker On-Premises
Solutions



BENEFITS OF BUSINESS MAIL AUTOMATION

Esker Mail Services takes the stress out of business mail and offers endless benefits to companies, including:

- Reducing mail production and delivery costs
- Accelerated business cycles due to faster document delivery
- Internal resources freed up for more productive activities
- Document customization based on customer and supplier preferences
- Status notification in the ERP, desktop or business application and real-time tracking of job



Mail is transmitted to Esker production facilities via secured protocol (SSL).



Backup and monitoring between Esker production facility data centers offers 24/7/365 availability.

CUSTOMER SUCCESS STORY



KEY REQUIREMENTS

- Find an on-demand automation solution
- Facilitate the general and widespread use of document automation company wide
- Integrate with ERP system and implement without installing/managing new software
- Mail and fax outbound POs, invoices and AR statements from ERP system

WHAT ESKER DELIVERED

- Cloud-based solution that automatically captures and populates data
- Images immediately available from the ERP system and 100% visible
- Files sent to the mail house and go out the next day

THE RESULTS

IT simplification: Where several people used to manage and monitor multiple systems, everything is now centralized and managed by a single person.

Improved visibility: Attachments in the ERP system can now be accessed at the touch of a button without searching or printing.

Faster processing: Network Systems was able to eliminate 5-9 days of processing/labor in the mailing process (e.g., generating queues, printing, sorting, etc.).

Cost savings: Esker's cloud-based solution helped the company eliminate the costs and headaches associated with supporting software, hardware and maintenance.

With over \$12 billion in revenue and 40+ years of experience, Network Services Company is an international and member-owned organization which provides distribution services to over 75 global accounts in healthcare, commercial real estate and industrial markets.

CONCLUSION

Even in the digital age, old habits die hard — including delivering business documents by postal mail. The answer to the business mail paradox? Embracing electronic methods with a cloud-based solution like Esker Mail Services. Your business will run more efficiently and staff will be able to focus on tasks that deliver true value.



ABOUT ESKER

Esker is a worldwide leader in AI-driven process automation software, helping financial and customer service departments digitally transform their procure-to-pay (P2P) and order-to-cash (O2C) cycles. Used by more than 6,000 companies worldwide, Esker's solutions incorporate artificial intelligence (AI) technology to drive increased productivity, enhanced visibility, reduced fraud risk, and improved collaboration with customers, suppliers and internally.

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. In 2019, Esker generated 104 million euros in sales revenue.

RELATED CONTENT

BECAUSE KNOWLEDGE IS POWER



7 BENEFITS OF CHOOSING MAIL AS A SERVICE

It seems like everything today is done electronically, but that doesn't stop many companies from wanting their documents sent the old fashioned way — through postal mail. Luckily, there is an alternative to the costs and hassles of running an internal mailroom.

[READ NOW](#)



SENDING POSTAL MAIL AS A SERVICE IN AN ERP ENVIRONMENT

This white paper aims to shed some much-needed light on the subject by exploring the challenges of running an internal mailroom as well as the benefits of outsourcing mailing activities.

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