

TCG Process:

Modernize Mail Processing

Digitize physical mail processing with intelligent document capture that eliminates manual handling while improving security, efficiency, and document accessibility.

Transform the way your organization manages mail. With TCG's Digital Mailroom Accelerator, physical and digital documents are captured, classified, and routed automatically. By replacing manual handling with intelligent automation, you accelerate processing times, strengthen compliance, and give your teams the freedom to focus on higher-value work.



Let the results speak for themselves:

- ✓ **Faster Processing**
Incoming mail is digitized and delivered to the right people within hours - not days.
- ✓ **Reduced Manual Effort**
Automate classification, routing, and validation to cut workload by up to 70%.
- ✓ **Improved Compliance & Security**
Maintain complete audit trails and safeguard sensitive information with role-based access.
- ✓ **Better Business Outcomes**
Free office space, redeploy staff to core tasks, and boost satisfaction for customers, vendors, or patients.

Modernize how your business manages incoming information. By digitizing physical mail at the point of entry and applying intelligent document processing, you remove bottlenecks, boost security, and ensure documents flow instantly to the right people, turning a manual cost centre into a streamlined, value-driven process.

Mail Processing Challenges We Solve:

Mail distribution delays

Eliminate days-long delays in getting important documents to the right people.

Physical storage limitations

Free up valuable office space currently used for document storage and filing systems.

Lost or misfiled documents

Prevent critical mail from disappearing in transit or being filed incorrectly.

Compliance and audit difficulties

Create searchable digital records with complete audit trails for regulatory requirements.



"We used to process 500+ pieces of mail daily, with delays of up to three days and high storage costs. TCG's Digital Mailroom now routes documents within hours, cut storage by 60%, and freed staff for patient care. A legal discovery request that once took weeks was completed in two hours."

Director of Operations

City Medical Center

Digital Mailroom Automation Benefits:

1

Eliminate manual mail sorting

Transform physical mail into digital workflows automatically upon arrival.

2

Improve document routing efficiency

Route documents to appropriate departments instantly based on content analysis and business rules.

3

Enhance document security

Protect sensitive information with encrypted digital storage and role-based access controls.

4

Reduce physical storage costs

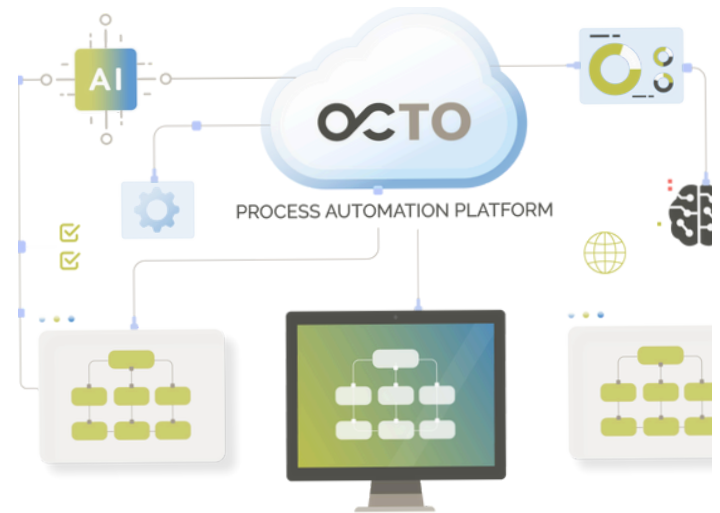
Replace expensive filing systems with secure digital archives that scale without space constraints.

Unmatched Processing with a Powerful Duo: OCTO and DocProStar

Efficient processing starts with precise data. Intelligent extraction and classification with advanced IDP technologies from DocProStar ensure only accurate data flows into your business processes in OCTO.

Business rules engines ensure consistent rules across all claims, minimizing errors and inconsistencies and reducing processing time.

The entire claims lifecycle - from registration to resolution - is orchestrated in a single platform, offering full transparency and control.



Harness AI

Integrating AI into insurance claims processes offers numerous benefits - from efficiency gains to attracting more customers and better fulfilling their needs.

OCTO's open platform makes it easy to integrate your choice of AI service(s), while offering out-of-the-box integrations with leading providers including OpenAI, Microsoft and Google.



Faster Invoice Cycle



Reduced Cost Per Invoice



ERP-Ready Integration



Real-Time Auditability



Intelligent Exception Handling

Schedule a demo or speak with one of our experts to accelerate your invoice processing.