

# Smart MailHub

Safe, secure, smart small batch correspondence

## Business Issues

Generating business correspondence from remote field offices has always been a time-consuming, error-prone, and costly necessity. And in the current post-COVID work environment, this business necessity has only gotten more challenging. With the increase in work from home staff, organizations are now faced with having to provision their employees to produce mail that is both accurate and compliant while ensuring the safety of their employees has not been compromised. As more and more companies extend work from home(WFH) policies, it is clear that the hassle factor of managing ad-hoc correspondence is not going away. Organizations need a simple, secure, and safe solution to address the significant hassles of ad-hoc correspondence.

## Solution

**Smart MailHub** allows organizations to eliminate the costs, complexities and compliance risks associated with producing small batch business correspondence in the post-COVID WFH environment. It empowers remote and work from home staff to safely and securely submit documents for printing and mailing in a production environment.

The secure, easy-to-use interface facilitates the preparation and delivery of business communications right from the desktop, eliminating time-consuming and error-prone manual handling processes. Documents are sent to a “virtual” printer leveraging centralized production processes to automate the quality printing, inserting and delivery of critical correspondence. High integrity, web-based document tracking and audit details ensure accuracy, provide proof of mailing and document archiving to mitigate compliance risks.

## Benefits

- **Increase productivity:** eliminates the hassle factor, time and inefficiencies for remote staff to produce and manage ad hoc and small batch communications from remote locations.
- **Ensure secure, compliant business correspondence:** reduces potential errors due to manual handling and provides proof of mailing for all documents that are produced from remote locations.
- **Reduce costs:** reduces the high cost of individually printing and mailing critical correspondence from remote and work from home locations.
- **Increase print volume:** Captures new print volume for existing, production operations through new service offerings.

## At a Glance

- Does your WFH/remote staff have the right technology and supplies required to efficiently and accurately produce business correspondence?
- Are the logistics to keep them adequately supplied a challenge?
- Is there any regulatory or legal compliance risk due to employees using personal devices to produce critical business communications?
- What procedures are in place to ensure the mail was processed correctly from WFH locations?
- Do your employees maintain proof of mailing for any WFH/office-generated documents in case of a compliance audit?

## Essentials

- Easy integration with existing print operations,
- Runs on Microsoft Windows Server 2012, R2 or above
- Supported data streams: Microsoft Word & PDF

## Solution Overview

### Easy and Secure

Documents are submitted using a simple print driver and secure interface directly to the production facility. The intuitive interface allows users to easily choose processing options including document type, paper stock or form, attachments and inserts, envelope type, delivery options, simplex or duplex print, black and white or color. Documents can be automatically delivered based on customer preferences. Options can be easily configured to ensure all correspondence meets business rules and compliance requirements, gets printed on the correct stock and is addressed properly.

### Document Tracking and Proof of Mailing

Smart MailHub incorporates intelligent, web-based job tracking, audit and authorization capabilities to ensure document status is tracked and visible for all stakeholders. File-based processing enables accurate document assembly and processing, capturing information on each mailpiece and its contents. This comprehensive tracking allows users to quickly determine where a mailpiece is in the production cycle, when it was sent and display an image of the mailpiece in support of compliance audits. Smart MailHub also automatically archives all business correspondence generated in WFH environments to meet compliance requirements and allows standard archiving facilities to be used with these documents.

### Efficient Production and New Value-add Service

With Smart MailHub, business documents are cost-effectively and accurately processed leveraging the capabilities of your production print and mail operations - high quality print and inserting, postal optimization and integrity reprints. Smart MailHub also offers the opportunity for print and mail operations to grow volumes while offering new services to their clients.

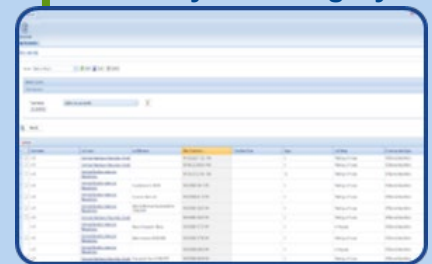
Smart MailHub is a component of CrawfordTech's Enterprise Output Management solutions, leveraging our in-depth knowledge and unmatched expertise to ensure successful, cost-effective results. This solution easily integrates with existing print environments including document re-engineering, PRO Conductor production workflow solution and eDeliveryNow® platform for digital document delivery, as well as or AccessibilityNow® solutions.

## Safe, Secure and Smart

### Submit documents from desktop



### Centralize production for efficiency and integrity



### Tracking for visibility and control

