

# Creating Efficient Document Workflows to Reduce Processing Times

## CHALLENGE

Our client of seven years had an in-house document processing operation with internal processes that were slow and cumbersome. This led to an increase in missed service level agreements (SLAs), and resulted in customer dissatisfaction. Our client required a solution that not only would allow them to get ahead of the competition, but which also allowed their organization to cut costs, decrease cycle time and improve the quality around inbound document processing.

## SOLUTION

Novitex worked closely with our client to initiate a major operational transition from multi-location centers to a single imaging processing center. We also addressed all of the problem areas that posed consistent challenges to delivering operational excellence for the client. These areas included [exception processing](#) and client-specific internal business requirements. The Novitex team worked with key internal contacts to strategically transition operations while maintaining staff morale.

We applied our lean, Six Sigma methodology to improve the inbound document management workflow, which assisted in boosting productivity. Additionally, a visual management metrics board was implemented to track productivity and increase operational efficiencies.

## RESULTS

- Established a comprehensive system to provide the client with [internal metrics, controls and reporting](#) to track performance and accuracy throughout the process.
- Created an efficient document workflow within the imaging processing center that helped increase operational efficiencies and [meet service level agreements requiring 100 percent accuracy](#).
- Reduced total processing times within the document processing center from [four hours to two hours](#) for mail receipt, prepping, scanning, indexing and quality assurance.