

# CASE STUDY



# TRANSFORMING MAIL PROCESSING

## AIS develops centralized mail processing hub for Top 10 Bank using trusted talent, innovative technology, and process engineering expertise.

One of the largest banks in the United States turned to AIS to build a centralized mail center for managing bankruptcy correspondence across all lines of business. AIS reengineered legacy processes while adding automation, quality control points, and reporting to mitigate the bank's risk and escalate all actionable documents to the appropriate parties.

### THE APPROACH

The bank was dealing with common mail processing issues like procedure and business rule inconsistencies, lack of visibility into production and the risk of missing litigation matters.

AIS reviewed and documented the existing processes for each department to identify potential gaps and inefficiencies. Specialists then met with department leadership to determine specific needs and requirements such as mail delivery methods, internal development, and actionable document types. AIS also shared its checklist of mail processing procedures and best practices which included client-specific customization capabilities.

AIS worked with the bank to transform an existing location into a Mail Hub, establishing a centralized process flow and installing an imaging system that enabled the bank to scan all paper mail and upload to AIS throughout the day. Meanwhile, AIS managed the electronic bankruptcy mail notices from the Bankruptcy Notification Center, on behalf of the bank. All items were tagged daily through a mix of manual review and OCR technologies, where AIS experts verify details and assign court, case number, and type. To ensure accuracy, AIS implemented a three-tiered QC system that audited 100% of all tagged items.

Documents were then linked to the corresponding case and made available to view under the "Mail" tab on the AIS Online System. Actionable items were segmented and sent directly to the bank for review.

### THE OUTCOME

The bank was able to deploy a streamlined mail solution that safely captures, digitizes and indexes all bankruptcy correspondence in a centralized location. AIS currently processes over 40,000 pieces of mail per month for the bank, with only 1,300 actionable items requiring escalation and formal review. That translates to 465,000 pieces of mail per year that do not need attention, saving the bank time and money.

