EBOOK

UNLOCKING EFFICIENCY:
HOW INTELLIGENT DOCUMENT SCANNING TRANSFORMS OPERATIONAL WORKFLOWS

60-SECOND SUMMARY

Manual processes are slowing operations, increasing costs, and risking compliance. Intelligent document scanning solutions from OPEX® automate envelope extraction, sorting, and scanning—reducing labor, increasing throughput, and cutting up to 76% of manual prep costs. With Right-Speed™ scanning, one-touch workflows, and real-time performance tracking, organizations can streamline operations, meet SLAs, and scale efficiently. It's time to eliminate bottlenecks and future-proof document workflows.

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INTRODUCTION: THE BOTTLENECK CRISIS IN DOCUMENT OPERATIONS

For BPOs and service bureaus handling high document volumes, manual inefficiencies are more than just nuisances—they're operational threats. Tight turnaround times (TATs), rising labor costs, and stringent compliance requirements amplify the strain on traditional mailroom and scanning operations. Mailrooms are often overwhelmed by the sheer volume and variety of incoming documents, while outdated tools and legacy workflows hinder team productivity.

The answer lies in automation. By leveraging intelligent document scanning technologies, organizations can eliminate bottlenecks and replace them with scalable, secure, and high-throughput workflows. Automated solutions help streamline operations, reduce dependency on human labor, and eliminate the potential for costly errors. OPEX solutions are transforming the future of document imaging by integrating advanced technologies that enhance performance, ensure reliability, and deliver measurable ROI.

MANUAL PROCESS PITFALLS: THE COST OF STATUS QUO

Manual sorting, document preparation, and frequent rescans not only consume time but also inflate operational costs. Upwards of 75% of scanning costs are tied to manual prep, severely limiting throughput and productivity. For example, operators must manually remove staples, flatten documents, and sort batches by type or size—all before scanning even begins. Such repetitive tasks are prone to human error and inconsistent outcomes.

The pressure to meet tight SLAs means errors can result in rework, customer dissatisfaction, and potential compliance issues. Additionally, increased labor costs and retention challenges in a competitive job market compound these problems. By sticking with manual processes, organizations are investing in inefficiency and leaving significant value on the table.
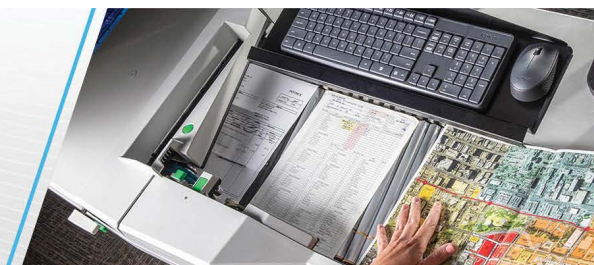
RIGHT-SPEED™ SCANNING: WHAT IT IS AND WHY IT MATTERS

Not all documents are created equal. Some require more complex handling than others, making a one-size-fits-all approach to scanning inadequate. Right-Speed™ scanning, as enabled by OPEX's Gemini® scanner, dynamically adjusts processing speeds based on workload complexity. This capability ensures that simple documents are processed at maximum speed, while more intricate items, such as multi-page forms or mixed media, are handled with appropriate care.
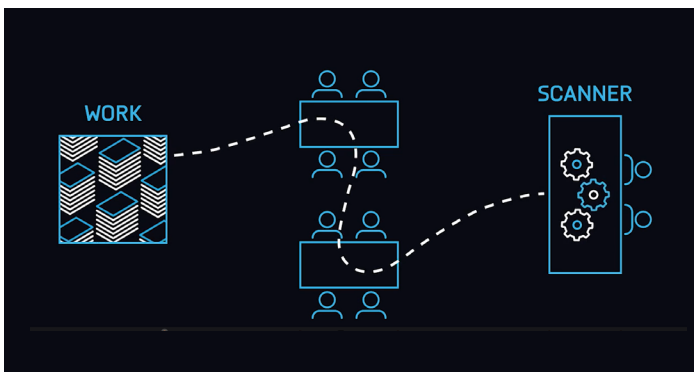
Traditional Scanning
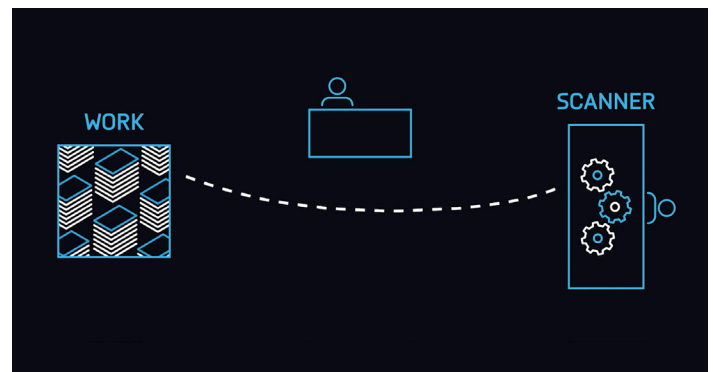
OPEX® Right-Speed™ Scanning

Unlike traditional systems that require separate machines or manual adjustments for different document types, Right-Speed scanning optimizes workflow using intelligent automation. This translates to fewer operator interventions, improved throughput, and consistently high data accuracy. The flexibility of this technology enables service bureaus and BPOs to scale operations without increasing labor, thereby improving both performance and profit margins.

INSIGHT

RIGHT-SPEED™ SCANNING: REVOLUTIONIZING DOCUMENT PROCESSING EFFICIENCY

READ ARTICLE >>
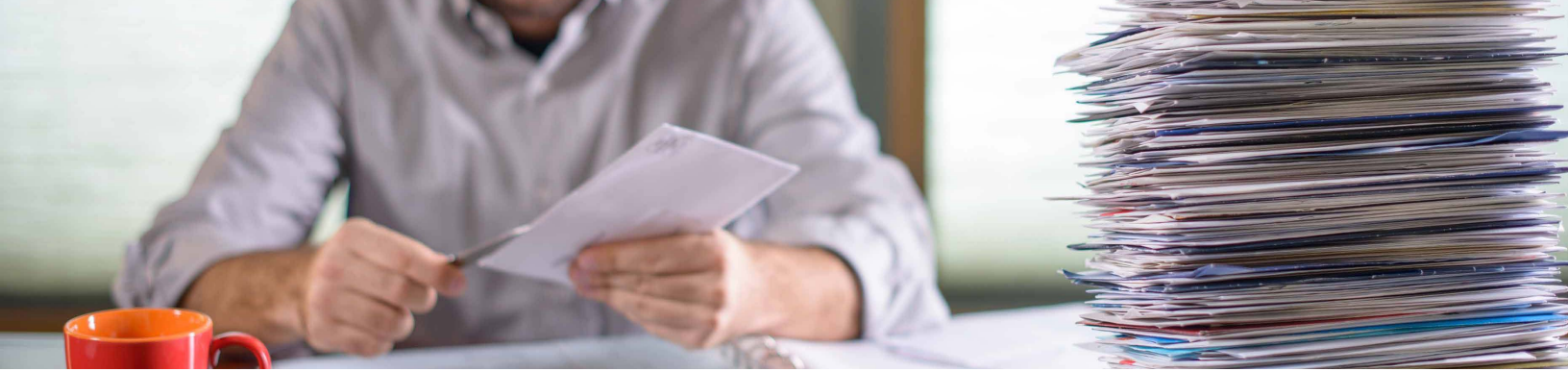
ONE-TOUCH PROCESSING: ELIMINATING PREP AND REWORK

Traditional workflows demand excessive handling, from envelope opening to document sorting and multiple scans. These multi-touch processes increase the chance of document damage, misplacement, and scanning errors. OPEX systems, such as Falcon®+ RED and Model 72™, enable one-touch processing that opens, scans, and sorts mail in a single, seamless pass.

This dramatically reduces rework, enhances first-pass yield, and cuts operator fatigue. For example, Falcon+ RED integrated with Model 72 can process up to 3,600 opened and scanned mail pieces per hour. By minimizing the number of steps in the workflow, organizations benefit from faster processing times, reduced training requirements, and a more reliable audit trail for compliance and quality assurance.

OPEX Falcon®+ RED™ One-Touch Scanner
with Integrated Mail Opening

INSIGHT

AUTOMATE YOUR MAILROOM: ELIMINATING MANUAL PREP AND OUT-SORTING WITH ADVANCED SCANNERS

READ NOW >> OPEX®

METRICS THAT MATTER: HOW TO TRACK AND PROVE ROI

Efficiency isn't just a buzzword; it's measurable. With intelligent scanning hardware, you can track key performance indicators (KPIs) like items per hour (IPH), overall equipment effectiveness (OEE), cost per scan, and first-pass yield. These metrics offer valuable insights into the performance of your scanning operation, helping to justify investments in automation technologies.

OPEX solutions feature real-time diagnostics, ultrasonic feed detection, and advanced data capture technologies (OCR, OMR, barcode). These tools not only enhance accuracy and data integrity but also support SLA tracking and continuous improvement initiatives.

CHAPTER 6

CASE IN POINT: REAL SUCCESS FROM THE FIELD

Government agencies and enterprises alike are under increasing pressure to deliver digital transformation at scale—while contending with tight labor markets, massive backlogs, and evolving compliance demands. A powerful example of how intelligent automation delivers measurable ROI comes from Iron Mountain Government Solutions (IMGS), a division of Iron Mountain.

Facing a backlog of half a billion digitization requests, IMGS needed to quickly scale document processing for a major U.S. government agency. Traditional high-speed scanners weren't viable due to their labor-intensive requirements. IMGS turned to OPEX Falcon+ scanners, initially deploying one unit and rapidly scaling to over 90 based on early success.

RESULTS THAT RESONATE

- 30% overall increase in digitization efficiency
- Significantly reduced staffing requirements, allowing labor to be reallocated to other high-priority initiatives
- Improved image quality, enabling more accurate and compliant records output
- Enhanced customer service by meeting—and exceeding—urgent daily throughput targets
- Scalability proven, with IMGS now prepared to digitize 90+ million documents under a new federal contract

WHY IT MATTERS

This case study underscores the KPIs that matter most to operations and transformation leaders:
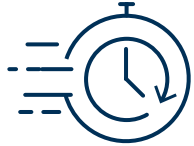
Efficiency gains that free up labor and accelerate timelines

Rapid deployment and scalability without sacrificing accuracy

Clear return on investment within months of implementation

For decision-makers evaluating automation, the Iron Mountain story proves that OPEX technology doesn't just digitize documents—it transforms operations at enterprise scale.
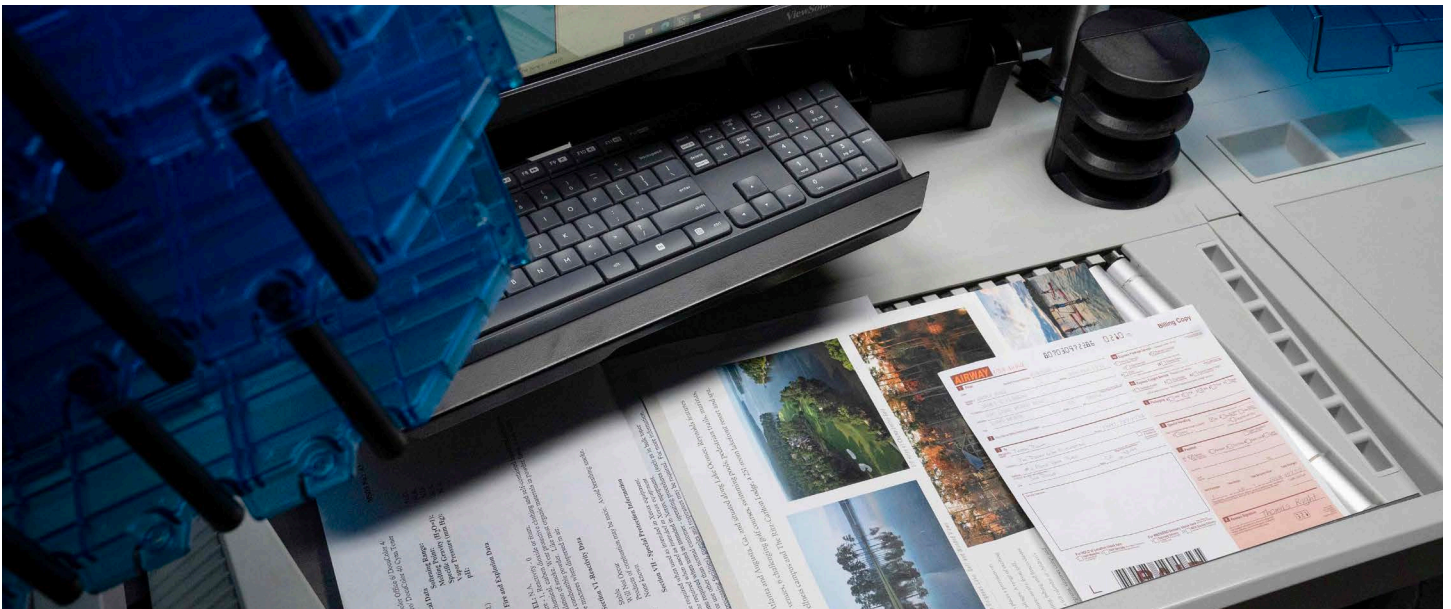
MAKING THE TRANSITION: INTEGRATION WITHOUT DISRUPTION

One major concern for imaging managers is the complexity of adopting new technology. OPEX solutions are designed with integration in mind. With built-in diagnostics, API compatibility, and vendor support, these systems plug seamlessly into existing environments. That means minimal downtime, reduced IT friction, and immediate performance gains.

From onboarding and training to deployment and ongoing support, OPEX provides a streamlined adoption path. Organizations can start with a few machines to validate performance, then scale confidently across departments or facilities. This approach ensures that automation initiatives deliver results without disrupting current operations or requiring costly system overhauls.

OPEX DOCUMENT IMAGING SOLUTIONS

Gemini® Right-Speed Scanner

FalconV+ One-Touch Scanner

Falcon+ One-Touch Transportable Scanner

FalconV+ One-Touch Scanner

Model 72™ Rapid Extraction Desk (RED)

CertainScan® Software Suite

CONCLUSION: YOUR FUTURE-PROOFED MAILROOM STARTS NOW

Automation is no longer a luxury; it has become a necessity for maintaining competitiveness in document-centric industries. Intelligent scanning systems from OPEX empower BPOs and service bureaus to eliminate bottlenecks, meet compliance goals, and scale with confidence. By investing in smart automation today, you prepare your mailroom for the challenges of tomorrow.

The transformation begins with one decision.

BONUS CHECKLIST: IS YOUR WORKFLOW HOLDING YOU BACK?

✓ Are you manually opening and sorting incoming mail?

✓ Do operators re-scan documents due to feed errors or sorting issues?

✓ Is your cost per scan increasing year-over-year?

✓ Are you struggling to meet SLAs with current staffing?

✓ Is your current system compatible with compliance standards?

If you answered "Yes" to any of these, it's time to automate.

Maximize throughput. Minimize Labor. Drive Measurable ROI.

Your mailroom modernization journey starts now.

Contact us today!

NEXT GENERATION AUTOMATION

We engineer unique automated solutions to address complex business challenges. Our scalable Warehouse and Document & Mail Automation solutions drive efficiencies in infrastructure. Our family-owned company has over 1,500 committed employees who work together to innovate, manufacture, install, and service products that are helping transform industries every day. We listen to our customers and work together to reimagine the future through automated solutions.

OPEX®

HAVE QUESTIONS? CONTACT US. // opex.com // info@opex.com