

RESOLUTION
BUREAU SERVICES



Daily Scanning Service

2011



My Virtual Mail Room Introduction

My Virtual Mail Room is a complete bureau service designed to provide Local Authorities with a hassle free alternative to inhouse scanning of daily applications.

With the ever increasing pressure for Local Authorities to scan and store paper applications electronically many are discovering the pitfalls when scanning themselves. Inhouse scanning requires significant investment in equipment, software, personnel, training and setting up quality procedures. Many applications also become delayed in processing, affecting service targets.

The My Virtual Mail Room service removes the need for Local Authorities to invest in any additional resources and provides a quality assured service with a guaranteed delivery time. Compared to inhouse scanning My Virtual Mail Room provides Local Authorities with typical savings of over 50%.

My Virtual Mail Room Key Benefits

- **No Investment Hardware Required**
Removes the requirement for large format and document scanners.
- **No Additional Personnel Required**
Scanning is a skilled but monotonous job, finding and retaining the right staff can be difficult.
- **Lower Cost Than Inhouse Scanning**
Typical savings of over 50%.
- **Guaranteed Delivery Time**
Scanning returned electronically within 8 hours.
- **Quality Guaranteed**
No errors backed by a 99.35% warranty on indexing and image Work.
- **Legally Admissible**
All scanning meets full legal specification BSI 110008/BIP 0008.
- **Easy To Use**
No training required.
- **Electronic Delivery**
Scanning progress can be tracked online up to its electronic receipt. Live applications and archives can also be viewed online.
- **Space**
No space taken up by bulky scanning equipment and paper storage.

Business Case

	My Virtual Mail Room (1500 Applications /Year)	Inhouse Scanning (1500 Applications /Year)
Additional Requirements		
Hardware Required	-	-A0 Colour Scanner -A3/A4 Colour Document Scanner -Scanning Station PC -Support Contacts Total £6,700.00
Scanning Software	-	-Scanning Software -Quality Control Software -Support Contacts Total £1,500.00
Personnel	-	-1 Full Time Scanning and Indexing Operative Total £19,500.00
Space	-	-Paper Preparation and Scanning Area £Significant Cost
Electricity	-	-Equipment and Lighting £Not Known
Turnaround	-8 hours	-No Guarantee
Quality Standard	-BSI 110008/BIP 0008	-No Guarantee
Cost	-Fixed	-Not Fixed
	Total £13,678.00 £9.12 per application	Total £27,700.00 £18.46 per application

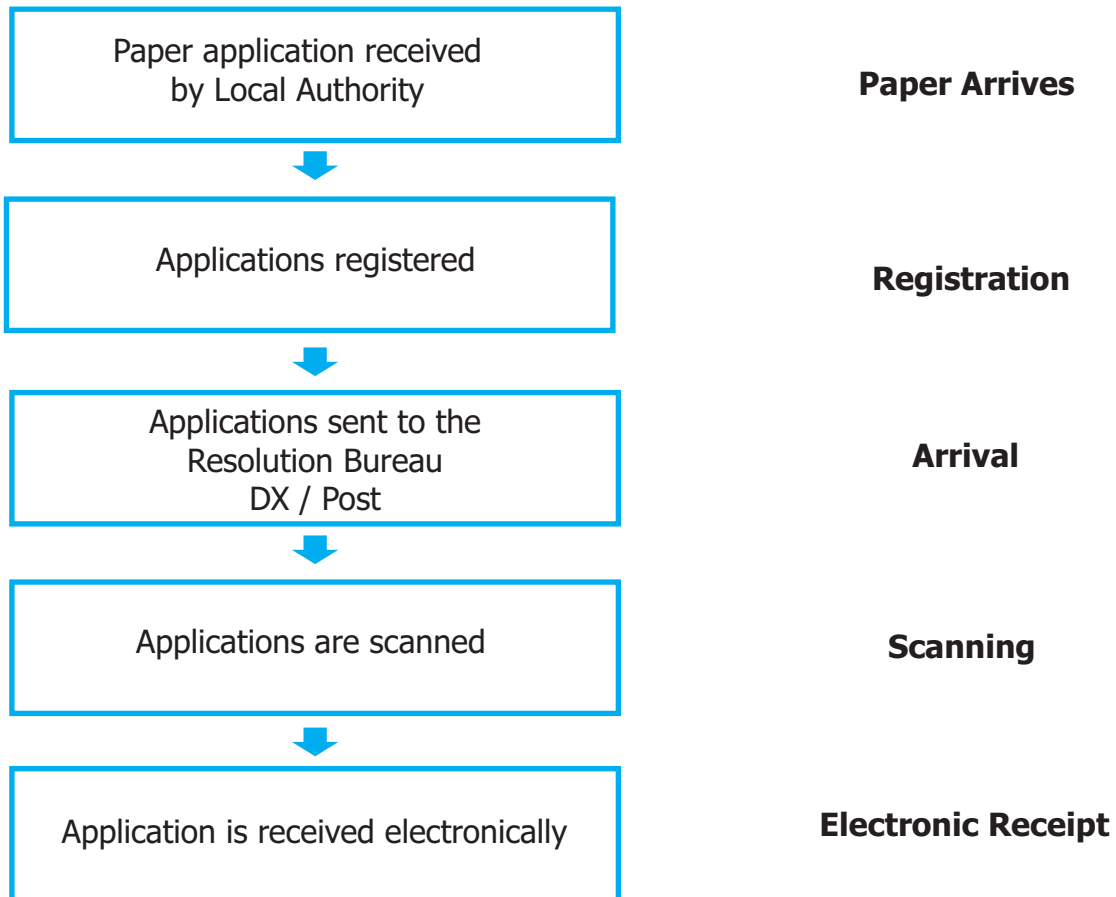
Typical Financial Savings Of Over 50%

In addition to offering a guaranteed reliable service the My Virtual Mail Room service is saving individual Local Authorities across the country thousands of pounds per year.

We offer a fixed cost per application or fixed annual contract price which includes any number of revisions for up to twelve months.

*Based on a typical council receiving 1500 applications per year, and inhouse scanning system being replaced every 3 years.

Process



My Virtual Mail Room

The My Virtual Mail Room bureau service provides Local Authorities with a cost effective alternative to inhouse scanning of daily paper applications.

The service eliminates the requirement for Local Authorities to invest and manage their own expensive scanning systems and staff, delivering typical savings of over 50% compared to inhouse scanning.

All applications scanned by the bureau are returned electronically and are quality assured and delivered within a guaranteed time.