

360insights: Digital Mailroom and Scanning

OVERVIEW

Octacom worked closely with 360insights to implement a comprehensive front-end process outsourcing solution.

ABOUT OUR CLIENT



360insights

360insights is one of the largest global Channel Incentives Management providers offering services and support relating to consumer rebates, volume incentives, points programs, sales allowances and more. It works with over 330 global brands in a wide array of industries (automotive, insurance, manufacturing, pharmaceutical and more).

As part of its Consumer Rebate services, 360insights processes hundreds of thousands of claims annually in Canada on behalf of its clients.

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Internal Scanning Processes
for High Volumes of Mailed in
Claims becoming untenable



The Challenge

360insights was internally scanning a very high volume of mailed in claims each year, which included supporting documentation such as proof of purchase, rebate eligibility forms, and UPC codes.

The digitization of these claims, including the seasonal fluctuations in volume and tight turnaround times required by 360insights' clients, was becoming increasingly difficult to manage internally and was a distraction from 360insights' core competencies.

As 360insights was expanding its client base, continued management of this process in-house was becoming untenable, especially with the shift to remote work brought on by Covid-19.

The Solution

Octacom was selected as the Digital Mailroom and Scanning Services provider to partner with 360insights due to Octacom's expertise and process know-how to deliver high quality and reliable digitization services.



DIGITAL MAILROOM AND SCANNING SERVICES

Octacom worked closely with 360insights to implement a comprehensive front-end process outsourcing solution, which includes the following:

- › Mailed claims are centralized and managed by Octacom through daily PO Box service.
- › Claims are transported securely to Octacom for processing.
- › Claims undergo Document Preparation (including removal of staples, repairing torn pages, taping down small receipts, etc.) and are scanned in colour using Optical Character Recognition creating searchable digital files.
- › Claims are identified by customer and any exceptions are set aside for return to 360insights.
- › High-quality images and data are transmitted to 360insights within a 24-hour turnaround time via Secure File Transfer Protocol.



The Results

Octacom was able to successfully achieve 360insights' project objectives that included:

- › Partner with an organization that can deliver accurate, timely, and reliable services.
- › Ensure data handling processes meet 360insights' high standard of data processing requirements, including SOC 2 certified.
- › Removing the need to invest in and maintain software and hardware to complete these tasks in-house.
- › Eliminating the need to manage seasonal staff and the related HR issues (i.e. absences, training, etc.).
- › Lowering the claims processing cost.

By delivering on the above, Octacom has become an integral partner to 360insights, offering flexibility and scalability for its expanding Consumer Rebate services.



**Accurate,
Timely and
Reliable**



**High Standard
Data Handling
Processes**



Cost Savings

More Case Studies

Learn more about how our solutions and services have helped our clients.

LAFARGE

Improved processes related to managing over a half million delivery tickets annually.

HAMILTON HEALTH SCIENCES

Scanned and indexed over 86 million patient records for seven Hamilton hospitals.

SALVATION ARMY

Integrated their ERP solution to centralize and automate invoice processing.

VOTORANTIM CIMENTOS

Improved processes related to storing and reproducing shipping waybills and tickets.

ONTARIO POWER GENERATION

Created a custom Accounts Payable Automation solution to manage over 110,000 invoices.

ESTÉE LAUDER COSMETICS

Eliminated manual process for retrieving, handling, filing and distribution of HR records.

YORK REGIONAL POLICE

6,000 employee files effectively converted into secure digital images, indexed and uploaded.

WORLDSOURCE FINANCIAL

Created a custom document management portal and workflow solution.

VITALAIRE

Eliminated manual processes for tracking, filing and retrieval of paper-based POD documents.

ROOTS OF EMPATHY

Survey capture and processing services for over 9,000 parents responding to the survey.

MIDWIVES' CLINIC OF EAST YORK-DON MILLS

Provided document scanning services and secure cloud hosting of digital Patient Records.

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ABOUT OCTACOM

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost effective solution to clients globally across a wide range of industries.

