

# Large Nuclear Organization

“We’ve reduced the number of days for managing the delay of mail and correspondence from two months to two days which is huge.”

*Project Manager*

PRODUCT

EMC Documentum and EMC Captiva Capture

ROI

Improved recognition by 95%

PARTNER

Aerow C3P Partner



By automating and digitizing incoming correspondence using EMC Captiva and Documentum the nuclear organization improved overall recognition by 95%

Due to a fast deployment, the delay in correspondence management has been reduced from 2 months to 2 days

By setting up a digital mailroom to provide better service to their customers, the organization improved correspondence management processes

## CHALLENGE

This organization had to manage large volumes of incoming correspondence. Due to high volume, it took several weeks to manage incoming mail waiting to be processed and dispatched. This inefficiency was taking a toll on the team and its efforts to provide good customer service.

## SOLUTION

With EMC Documentum and Captiva, the nuclear site inspection processes are being managed by the circulation of correspondence between the company and its partners. By automating incoming correspondence the company is able to reply faster to customer and partner requests.



### BETTER PRODUCTIVITY

Sped up the Capture process and now able to manage 3M pages per year



### TIME SAVING

Reduced delays from 2 months to 2days



### CENTRALIZED INFORMATION

Due to being digitized, 99% of duplicated documents are now automatically detected

For more information:

[EMC Documentum](#)

[EMC Captiva](#)