Digital Mailroom

Streamline document processing, enhancing efficiency and accuracy

AI Agents

Intelligent Document Processing

Integration

Process Orchestration

Robotic Process Automation

Generative AI

Move from physical mail to digital quickly & easily

Access, forward, archive & manage mail with a single click

1000 users across 9 tenants

Virtual access empowers mobile workers

One-touch digital information hub

Why

Traditionally, the digital mailroom process involves significant manual sorting and data entry, which can lead to delays and errors. Tungsten Automation's digital mailroom solutions automate the capture, classification, and routing of documents, ensuring that they reach the appropriate departments quickly and accurately. This technology can integrate with existing systems to streamline workflows and improve overall efficiency.

The benefits of a digital mailroom for government agencies are significant. By automating document handling, agencies can reduce processing times and improve service delivery to users. By automating document handling, agencies can reduce processing times and improve service delivery to citizens by providing faster responses to enquiries and applications.

Additionally, the digital mailroom can improve data accuracy and security, reducing the risk of lost or mishandled documents. This transformation not only increases operational efficiency but also fosters a more responsive and user-centric approach to government communication.

How

Swiss Post (SPS) leverages Tungsten TotalAgility to deliver a fully hosted and managed digital mailroom service, helping clients across sectors—from banking to telecommunications—digitise their mailrooms without disrupting existing business processes. By converting physical mail into digital information hubs, SPS enables users to access, forward, archive, and manage mail with a single click, whether in the office or working remotely. This approach has empowered mobile workforces and created comprehensive electronic audit trails for regulatory compliance.

One SPS client, for instance, was able to consolidate physical storage and migrate multiple departments to the digital mailroom within months, gaining full electronic visibility and enabling staff to access mail from anywhere. Another client streamlined mail processing and improved document control by having all physical mail scanned offsite and delivered electronically, significantly improving information availability and operational agility.

SPS's experience demonstrates how digital mailroom solutions like Tungsten TotalAgility can help organisations take the first step towards broader digital transformation—quickly and cost effectively. The flexible, scalable model allows government agencies and private sector organisations to expand as needs grow, opening up further opportunities for automation and improved service delivery.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.

View more at our Australian government website