Help with Office Services

Some parts of your business are tactical and laden with headaches. Our team of professionals can help.

Innosource, a division of Docufree, specializes in streamlining the receipt and distribution of your business documents. Since 1999, docufree has provided office services, document conversion, document storage and retrieval, and business process outsourcing. Our Innosource team offers you a one-stop shop for your mailroom and copy center needs.

## The Best Security & People

Skill. Experience. Dedication. Our people make the difference.

- When hiring we use personality and cognitive testing to find the right person. We evaluate their experience, education, and industry certifications.

- All of our specialists and on-staff certified professionals go through an extensive criminal background check, credit check, and participate in our periodic drug screening program.

- Many of our associates have the following technical certifications:
  - United States Postal Service Executive Mail Center Management (EMCM) program. The program provides certification to mailroom industry professionals focusing on effective management, safety and security, productivity, and cost reduction.
  - CompTIA Certified Document Imaging Architech (CDIA+). The program tests expertise in the technologies and best practices used to plan, design, and specify a document imaging management system.

- Our staff stays with us – and you. Our turnover rate consistently outperforms the industry.

- Our staff is accountable to you but managed by us with ongoing training, goal setting and measurement, and regular performance reviews.

- We provide a cross-trained floater backup team to cover vacations and sick time resulting in zero absenteeism. You will not be left short-handed or with untrained temporary staff.

Mailroom Management

Many companies find that their mailroom is creating a bottleneck in their business. When a mailroom is run manually, you lose time, money, and resources. Introducing technology with a team of proven experts can recover these valuable resources.

- We can manage your mailroom in total or in concert with your staff.

- Management of your inbound and outbound mail is provided through our services.

- We provide total accountability and tracking, deliver your mail on-time,

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OFFICE SERVICES
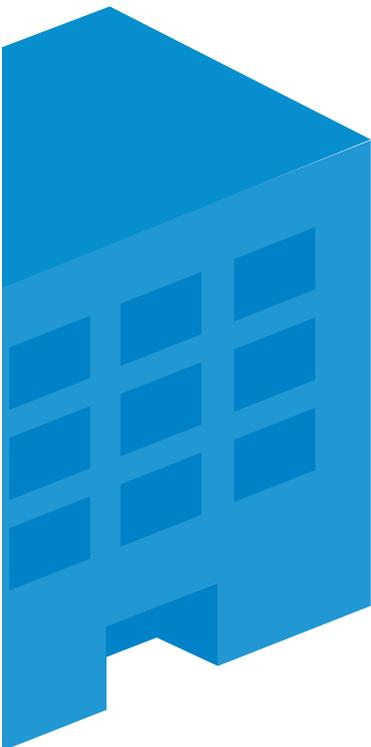
provide higher accuracy, and eliminate lost or late delivery.

- Mailroom services can be provided on-site at your location or off-site at our business centers.

- We use Innosort, a technology solution that provides hands-free, voice recognition sorting of all mail and express material.

- Our Innosort solution provides mail volume tracking to the mail stop or individual allowing us to optimize delivery times and routes.

- Innosort's PackageTrac uses handheld scanners for receiving all packages. Every package is tracked from receipt to delivery. And, it provides the route and manifest for signature control. The signature is your guarantee that the package was received removing the claim that it was never delivered.

Copy Center Management

Companies spend a tremendous amount of time and resources on their copy and print services. Instead of doing it yourself, we can staff your copy room with experts who know how to make your copy center run efficiently and drive down costs with the latest best-of-breed technologies and processes.

- We provide a full range of copy and print services.

- We'll analyze your needs and will right size your business through the proper equipment and staff.

- We'll relieve you from headaches such as absenteeism and our on-site manager will select, train, and manage the staff.

- We will eliminate waste and inefficiency from your current processes through our professional services.

- We provide all of the preventative maintenance to protect your investment.

Document Conversion

Going paperless is a daunting task for many companies because of the resource commitment. Companies embrace the idea but the realization of the equipment cost, lack of dedicated staff, and time investment can make paperless feel insurmountable. We can take this burden off of you. Our team can help convert your documents into electronic images without consuming your resources.

- We can scan an array of documents types for conversion to images. We can provide this on-site at your location or off-site at one of our business centers.

- Our specialists will analyze, scan, and index your documents so that you can easily search and retrieve them.

- We save your documents digitally to CD, DVD, or on our Docufree On-Demand solution.

MFP Assistance

Many businesses can reduce their printing spend by 10-30% through Printer Fleet Management.

- We can eliminate aging printers and combine your print functions on multi-function devices that can fax, copy, scan and print from a single solution.

- You will manage fewer consumables, reducing your total cost of ownership, storage requirements, and service interruptions.

- We will replenish paper and toner, manage supplies inventory and procurement, and provide the preventative maintenance to protect your investment.

- You will gain higher productivity and utilization of your devices. We provide real-time monitoring of uptime to quickly restore down machines rather than relying on someone to report it.

More Office Services

When you need assistance with additional office services, we can help.

- We can assist with Reception Services through our professional staff via front desk and telephone support. We'll ensure that you always have a presentable entrance for your associates and guests. We'll promptly handle all telephone traffic to ensure it is answered courteously and timely.

- Other support services include administrative support services, facility maintenance services, conference room planning and more.

Control & Compliance

We are accountable to you. We will establish service level agreements that meet and exceed your expectations.

- Detailed performance reporting of mail volumes by person, mail stop, and department.

- The team will achieve compliance through measurement of your goals and service level agreement. The team uses Docufree workflow for task notification, assignment and approval as well as audits to ensure successful completion.

- We provide periodic strategic business reviews to review and revise your goals.

Additional Services

When you're ready to take the next steps in document transformation, we're here to help. We also provide the following services:

- **Docufree On-Demand.** Docufree's hosted storage and retrieval solution gives you instantaneous and continuous access to your documents.

- **Workflow.** Route documents based on their business processes for approval. Workflow services allow you to tailor a solution to your company based on your unique needs.

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