The Power of Possibility

Atom bank

# Case Study — Atom Bank — Digital Mailroom Services

## Background

Atom bank is a digital bank with a strategy of delivering banking in a better way.

Atom provides leading edge banking technology to its customers, which allows them to offer competitively priced products, combined with award winning customer service.

Due to the nature of the banking industry the company receives confidential customer documents and paperwork on a daily basis. This may include proof of ID and supporting documentation for mortgage applications, account opening or loans.

Atom bank engaged with SPS, formerly Cleardata, to outsource their mailroom and automate the receipt, scanning and classification of incoming paperwork which involved 26 different types of documentation. The main objective was to achieve an efficient digital approach of dealing with incoming documents to provide an excellent standard of customer service.




## Drivers

- To digitally manage incoming paperwork in a speedy manner.
- To ensure high levels of customer service.
- To allow staff to focus on core activities rather than daily scanning and classification of incoming mail.
- To automate workflow of mail through their Atom secure web portal.

## The Solution

- Set up a PO Box to divert incoming mail to SPS secure digital mailroom
- Daily scanning of mail using Kodak scanning technology
- Quality checking of images
- Sorting and classification of documents by type
- Certification of original cherished documents e.g. certificates, proof of identity
- Digital images securely delivered via integration with Atom bank portal for workflow to their team for document processing

## Benefits

- Paperless environment
- Mail digitised on arrival
- Fast document processing
- Improved customer service

## Client Feedback

“SPS’s Digital Mailroom Service allows Atom bank to run in a paperless environment. All incoming mail is diverted to their secure mailroom and securely scanned and classified on arrival.

The image quality is excellent, and their IT team ensured images were compatible and integrated with our Atom bank Portal, allowing automatic workflow of mail to the correct person or team. This helps us to provide fast document processing and a high standard of customer service. SPS took the time to understand our business needs and meet our daily KPI requirements. They have a friendly team and are always happy to help.”

**— Atom bank**