

# Retraites Populaires relies on Arcplace's innovative incoming mail service



Until 2022, Retraites Populaires still received all its mail in physical form. The Vaud institution then decided to outsource the receipt and digitization of its incoming mail to Arcplace in its entirety. Following the launch of the Digital Mailroom, more than 300,000 letters are processed annually by Arcplace, with full transparency for Retraites Populaires and its customers. Modern technologies based on artificial intelligence make it possible to automate much of the processing that has traditionally been done by hand.

## Initial situation

Founded in 1907, Retraites Populaires is a key player in the canton of Vaud. The Vaud-based institution now has more than 200,000 customers and employs more than 350 people across three sites. The manual handling of incoming documents (up to a thousand letters a day), repetitive tasks and the physical filing of paper documents were making it difficult to carry out processes and were consuming a huge amount of time and storage space.



## Solution

All incoming physical mail is scanned, classified and extracted at the Arcplace Scan & BPO Center. One of the system's strong points is its classification, thanks to the use of DocProStar technology, which uses artificial intelligence (AI) in the form of machine learning. The system is constantly learning as it operates. This classification intelligence can be extended by adding new document types. A solution that is constantly evolving means that administrative burdens can be further reduced, and process automation increased. As well as document classification, the full service includes the

-  Solution implemented in two months
-  Handling of 1,000 documents a day
-  Time saving through automation

extraction of relevant business data, comparison with master data and – if necessary – manual validation. An advanced system for reading envelopes before they are opened enables several levels of blacklists to be established and certain unopened envelopes to be returned.

**“The success of Arcplace at Retraites Populaires is the result of its excellent deployment at every stage and the dynamic relationship between the two companies.”**

*Eric Birchmeier, Head of Services Division, Retraites Populaires*

## Results

- Optimization of resources
- Automation saves time
- Greater efficiency, fewer repetitive tasks
- Solution can be extended for other processes
- Greater transparency over the entire process thanks to dashboards