

# When Does Outsourcing Make Sense?

---



*...When current business processing operations fail to deliver the performance, cost, and satisfaction levels demanded by constituents/customers/stakeholders.*

Few want to be vice president of photocopying or scanning—it's not a glamorous job. But the responsibility of processing documents, payments, and other forms of information flowing into and out of organizations is critically important.

Image API excels at performing Business Processing services. By providing focused attention on business processing functions for government and business clients, Image API delivers superior performance with measurable results. The problems commonly found in business processing go away, such as:

- Inability to consistently meet deadlines
- Inability to adjust to seasonal highs and lows in volumes
- Complaints of poor service (and a need for expensive call centers)
- Lack of accountability
- Heavy drain on management

Image API has an outstanding 16-years record of performing business processing services for activities such as eligibility determinations, applications and renewals, financial filings, and others. Our references include many of the largest agencies in State government. We provide start-up services or assume existing operations, offering:

- Mailroom services, document imaging, work and payment processing, printing and mailing, document management services, storage/retrieval
- Professional management
- Service level agreements to ensure deadlines and all other requirements
- Procedures guided by established business rules
- Proven record of success and performance measurements for audit purposes

Image API business processing services deliver the information clients need to make sound decisions and respond to customers, regulators, and other stakeholders on time, accurately, reliably, and affordably.

## **Contact Image API**

Image API offers similar opportunities to help you stay focused on what's most important to your organization. For more information **ABOUT US**, go to [www.ImageAPI.com](http://www.ImageAPI.com) or call 1-877-560-4274.