



MISL TOTAL DOCUMENT
MANAGEMENT

I N GENIOUS
L e g a l

Efficient solutions for the modern business

Ingenious Legal Solicitors are a consumer credit focused law firm specialising in breaches of the Consumer Credit Act including financial product mis-selling such as unfair relationships, commissions and breach of fiduciary duty.

MISL was approached by Ingenious in July 2019 to assist them with their mail digitisation process. Ingenious receive thousands of claims through the post daily and wanted an efficient solution to help them sort and organise their mail into easily accessible digital documents. Ultimately, to save time and money within the organisation and streamline their internal claim processes.

How did MISL do it?

MISL began by suggesting that Ingenious' incoming mail was redirected straight to the Hoddesdon head office, enabling the letters to be processed in a more timely and efficient manner. The MISL team receive 4000-8000 letters a day delivered via Royal Mail every morning. Each envelope is opened, and the pages are prepared for scanning. The preparation process includes removing any staples or folds in the pages, to ensure a high-quality digital document. The contents of each envelope are scanned into one individual multi-page PDF document, unique to that envelope.

Each letter that is received and scanned by the MISL team is then indexed to the date it has been received as well as being assigned its own unique number. Optical Character Recognition (OCR) is used for the files to give Ingenious a quick and easy way to locate the claim that they are looking for as they will be able to search for a particular reference or name within the files. Once these files have been indexed, they are then transferred to the client via SFTP which is a Secure File Transfer Protocol, ensuring that the documents arrive safely with the Ingenious team.



Every ingenious letter the MISL team receive is transferred back to Ingenious within 24 hours of it arriving on-site, ensuring there is no delay for Ingenious in receiving and dealing with these claims.

Ingenious have an internal Software Development Team who were able to create a bespoke piece of software to determine the contents of their letters when they are received. This allows them to sort and prioritise the scanned files based on their subject, assigning them to the path of the specified claim.

Once the paper documents have been scanned and digitised, they are securely destroyed 30 days after data delivery has taken place. For incoming mail consisting of cheques or any documentation that needs to be sent to back to the company, MISL ensure this is delivered in a secure and timely manner.

What did MISL learn?

Overall MISL has scanned over 300,000 Ingenious letters in the past 2 months. This solution enabled the client to benefit from maximum efficiency in the post and admin departments. By taking away the opening, reading and sorting of the incoming mail MISL have been able to save their client from hiring 10+ staff members. This shows that by integrating digitisation into your postal process, you not only minimise the risk for missing and misdirected mail you will be saving more than 90hours of the working week.

Final words from Ingenious:

“We selected MISL as our scanning and printing partner for several reasons, primarily the ability to process large volumes of documents with the ability to scale at short notice. To date we have seen a 4-fold increase in our capacity without any detriment to our SLA.

As we represent several law firms it is important that the scanned documents are accurate and where necessary could be relied upon during a court case. In this respect the BS 10008 Legal Admissibility certificate was paramount and very few scanning providers actually have this accreditation they generally claim to “adhere” to its standards.

From the outset our relationship with MISL has been fulfilling. They understand our needs and requirements, at times we have imposed significant demand upon them including time sensitive and heavy logistical challenges. Even under severe pressure the service has been impeccable, and I would not hesitate to recommend them.”

