



Syslore case study: Itella read rate improvement for NEC OCR

Itella has achieved significant improvements in address read rates by using Syslore IAL (previously marketed as mCorrection) software as a secondary address recognition software. The performance improvement program was made in co-operation with Syslore and NEC.

Itella used NEC OCR as a primary address recognition system for their NEC letter sorting machines. Syslore's IAL system benefits Itella and improves OCR read rates in three ways:

It reduces manual mail sorting by matching those address strings to the delivery point level, which are only partially or incorrectly recognized by the OCR system.

It reduces manual video coding and mail sorting by matching those address strings to the delivery point level, which are not recognized at all by the OCR system.

It reduces misdirected mail pieces by correction and changing those zip codes, which are incorrectly recognized by the OCR system or incorrectly written or printed on the mail piece.

The commissioning of Syslore IAL at Itella brought about the following improvements to the letter-sorting process:

- 45% of partially and/or incorrectly recognized address strings are matched to the delivery point level

- 9% of unrecognized address strings are matched to the delivery point level
- 0,5% of all recognized post codes are corrected and changed
- Altogether, Syslore IAL is changing the destination of every ninth letter.

Mr. Juha Nurmi, Itella Project Manager comments:

“Our goal is to constantly improve the automation and quality of our letter-sorting process. The novel and innovative software-based approach of Syslore IAL address lookup solutions delivers significant cost savings and process improvement.”

“Syslore's software solutions has significantly upgraded our mail sorting read rates at the Helsinki and Turku sorting centres. Furthermore, during the production usage, the performance has been constantly improving, and co-operation with Syslore has been very good and flexible.”

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More information about Itella, please visit:
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More information about NEC Postal Solutions, please visit:
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