

TRUSTED FOR MISSION-CRITICAL DOCUMENT OPERATIONS

Transforming Paper-Intensive Operations into *Intelligent Digital Workflows*

20+

Years of Proven
Experience

100%

US-Based
Operations

7M

Documents
Processed Annually

12M

Pages
Printed Annually

99%+

Data
Capture Quality

ABOUT ICS

For over two decades, Information Capture Solutions (ICS) has helped healthcare organizations, government agencies, and enterprise businesses modernize document-intensive operations through secure business process outsourcing, intelligent document capture, workflow automation, outbound print & mail, and custom systems integration.

From applications, paper claims and tax remittances to inbound mail and customer correspondence, ICS transforms manual, paper-intensive workflows into efficient, secure, and highly accurate digital operations. Every solution is designed around the customer's unique business rules and integrates seamlessly into existing systems, delivering measurable improvements in accuracy, speed, compliance, and operational efficiency.

WHY ORGANIZATIONS CHOOSE ICS

Six Reasons Mission-Critical Operations Trust ICS

◆ Security First

SOC 2 Type II, HIPAA, NIST CSF, NIST SP 800-53, and DISA STIG-aligned infrastructure offering enterprise-level security.

◆ Customized Workflows

Every solution is purpose-built around your organization's unique business rules, document types, and processing requirements.

◆ Enterprise Scale

Proven capacity for millions of documents annually, scalable without proportional increases in headcount or infrastructure overhead.

◆ 100% US-Based Workforce

All operations, engineering, and customer support performed onshore within our secure, badge-controlled facility in London, Kentucky.

◆ Operational Excellence

Intelligent automation & experienced professionals servicing clients across the country, from Vermont to Hawaii.

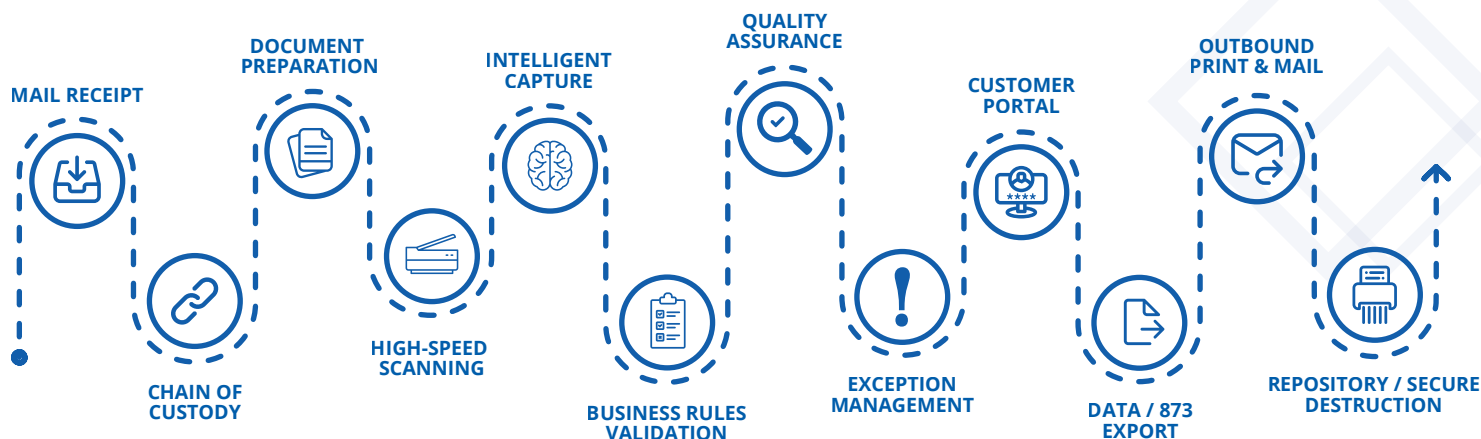
◆ Customer Partnership

Long-term relationships built on responsiveness, transparency, and a genuine commitment to your outcomes - not just transactions.

INDUSTRIES SERVED

Healthcare & Dental Insurance • State Departments of Revenue • Federal Agencies & Contractors
Banking & Financial Services • State & Local Government • Education • Enterprise Operations

End-to-End Business Process Workflow



CORE SOLUTIONS

End-to-End Service Capabilities

PAPER CLAIMS PROCESSING

- » End-to-end mailroom & imaging
- » Intelligent capture & validation
- » 837 generation & exception management
- » Provider correspondence & reporting

TAX RETURN & REMITTANCE

- » Tax return capture & indexing
- » Payment processing & Check 21 integration
- » Intelligent capture
- » Workflow automation

DIGITAL MAILROOM

- » Inbound mail
- » Mail classification
- » Intelligent data capture
- » Routing, tracking, and reporting

OUTBOUND PRINT & MAIL

- » Variable-data print production
- » Notices, statements, EOBs & correspondence
- » Inserting & postal optimization
- » Full chain-of-custody print & mail solutions

RECORDS DIGITIZATION

- » Backfile scanning & indexing
- » Metadata capture
- » Repository integration
- » Secure archival & retrieval

WORKFLOW AUTOMATION

- » Custom business rules engines
- » System integrations & APIs
- » Custom development
- » Performance dashboards & analytics

BUILT TO THE HIGHEST STANDARDS

Enterprise Security & Compliance

- ⊖ SOC 2 Type II Audited
- ⊖ NIST SP 800-53
- ⊖ Secure Badge-Controlled Facility
- ⊖ HIPAA Compliant
- ⊖ DISA STIG-Aligned Infrastructure
- ⊖ End-to-End Chain of Custody
- ⊖ NIST Cybersecurity Framework
- ⊖ 100% U.S.-Based Workforce
- ⊖ Encrypted Transmission & MFA

THE CHOICE IS EASY

Why Customers Partner with ICS

- » Reduce manual processing costs
- » Increase workflow automation
- » Improve data accuracy & quality
- » Strengthen security & compliance
- » Scale without increasing headcount
- » Improve provider/customer experience

Let's Solve Your Paper Challenge.

Whether you're modernizing claims processing, automating tax remittance workflows, digitizing records, or seeking a secure outbound print & mail partner, ICS delivers the people, technology, and experience to help.