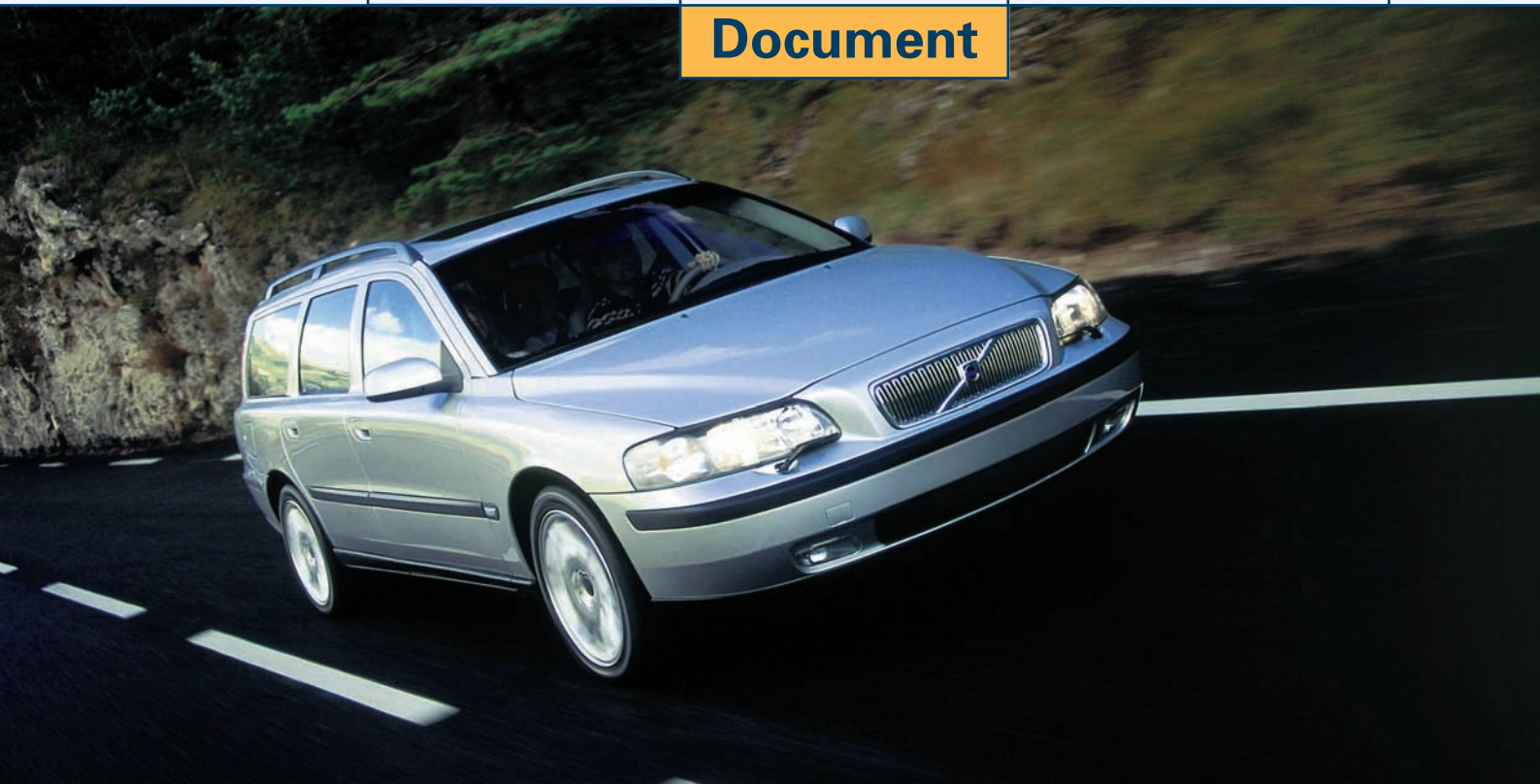


Intelligent

Management

Document



Interactive and inspirational

When you listen to the people at Volvo Car Finance talking, it makes you think that there cannot be anything more exciting than document management. The finance company with an innovative attitude towards information technology is convinced of the benefits to be gained from the world of electronic documents: it improves working efficiency and enhances the meaningfulness of work.

The world of electronic documents brings two kinds of benefits: the tangible type is shown in the improved cost-efficiency of operations, the intangible benefit is in the improved motivation of the personnel.

From the user's viewpoint, the boundaries between information systems have disappeared. This improves working efficiency.

Volvo Car Finance handles approximately 55,000 service and financing contracts monthly in Finland. The great volume of contracts arise because Volvo Car Finance is involved in the financing of 40% of the new Volvos, Renaults and Land Rovers sold in Finland. In addition, every second new passenger car, of the makes mentioned above, has a service contract administered by Volvo Car Finance attached to it. Although the volume is impressive, in this case we are more interested in the efficiency of the management of the contract database. Director Robert Hernberg cannot help having a slight tinge of pride in his voice, when he tells that the 55,000 contracts at Volvo Car

insurance packages can be found in one location.

Robert Hernberg saw a MultiArchive demo for the first time six years ago. It aroused his interest, because he could imagine how much easier it would be to search for information from an electronic archive than from filing cabinets that extend to the ceiling.

In her former employment, Customer Service Manager Kirsi Selin had to run between the office and the archive, which was situated at the bottom of a flight of 10 stairs, so it was no wonder that she fixed her eyes on the scanner when she visited Volvo Car Finance for the first time. It was a good sign.

"Kirsi put forward the idea that the electronic archiving system could also serve us as an interactive tool in our daily work tasks. Our archiving system and financing system are now integrated, Robert Hernberg says.

Quick access to information

When a document is scanned into the archiving system, information on its location is entered into several electronic folders, from where the information can be retrieved using the registration number of the car or the number of the financing contract, for example. "The desired information can be accessed by pressing one button", Kirsi Selin said, in describing the process.

One example of how the seamless interconnection between the systems is evidenced in customer service is that the user can access the electronic archive from the financing system by pressing one button, in order to view the service invoice history of a certain car, for example. Thanks to the integration, the user is able to quickly see whether a decision has been made regarding the granting of credit to the customer in question.

"And if a customer calls us and asks for a particular piece of information, we will retrieve the relevant document from

Volvo Car Finance	?	!
• Volvo Car Finance handles 55,000 contracts monthly		
• All information can be found in one location		
• Archiving system and financing system are integrated		
• Archive also contains the reports drawn up within the financing company		
• E-invoice from financing company to the car dealer		

Finance are managed by 17 people. The common estimate is that one person is needed for 1,000 contracts. Our basic philosophy is that we let computers handle all routine work tasks and all work that can be done more quickly by computers", Robert Hernberg says. "This is also one way to motivate our personnel", he continues.

Interactive tool for daily work tasks

Volvo Car Finance has indeed taken giant steps on the road towards the paperless world. Financing contracts, which are still written on paper in the absence of a solution for electronic signatures, are scanned and transferred to the archiving system as electronic documents. As a result, all information related to car financing and to service and



our electronic archive and send it to the customer directly from the archive, either by e-mail or as a fax", Kirsi Selin explains.

"From the user's viewpoint, the boundaries between different information systems have disappeared. This also helps to increase efficiency in managing the contract database", Robert Hernberg says.

Old contracts were scanned

MultiArchive was introduced at Volvo Car Finance in 1998. The financing company wanted to utilise the solution in its entirety from the beginning. Consequently, it undertook a difficult task that would be impossible for most companies: it scanned all of the documents stored in its filing cabinets and moved them to an electronic archive. Four weekends and seven employees were needed in order to scan approximately 70,000 pages.

"In our view, it was also an important effort for fire safety", Kirsi Selin emphasises.

Now, the electronic archive also contains the reports drawn up within the financing company. The latest development project involves building recipient groups, to which certain reports are sent automatically.

Streamlined communication

Although Volvo Car Finance has made very significant progress in the intelligent management of documents, new ideas keep on flowing and there are new plans emerging. The financing company sees many possibilities within, for example, the realm of electronic invoicing.

An ongoing project involves streamlining communication between the financing company and dealers. This means, for example, that invoices, such as compensation or credit invoices, will be transferred directly from the financing company to the car dealer, without the operator acting as an intermediary. Most of the invoices are still sent as e-letters to customers that have concluded a financing or service contract, but the online invoice is already transferred to some car dealers.

The financing company follows the development of the solution for electronic signatures with interest. The future will also show what consequences the change in the car registration system will bring.

Intelligent Document Management for your entire business

