

Financial Case Study

Wijma & Been Assurantiën



X-Solutions®
ScanFlowStore®



The Challenge:

- To find an affordable solution to reduce the size of a huge paper archive and make the information it contains more accessible.

The Solution:

- The Xerox Document Centre 535 and X-Solutions® ScanFlowStore® software.

The Results:

- An affordable, streamlined process for scanning documents and storing them by customer number. The process saves money and time and improves customer relationships because the stored information can be easily and quickly retrieved.



Xerox
Business
Partner



Customer Profile

Wijma & Been is an insurance company in the north of the Netherlands. They are located in Leeuwarden which is the capital of the province Friesland. They have about 30 employees and they advise small and medium sized businesses and private individuals on financial area's like insurance, mortgages, savings, pensions and finance.

The Challenge

Wijma & Been operates in the financial sector. In this sector paper documents are still used very frequently. These documents all have to be stored physically in an archive. After more than 50 years such an archive can grow to huge sizes. After the joint venture of Wijma assurantiën en Been assurantiën their combined archive had grown to an unworkable size and the management decided that a digital archive had to be created. Alchemy Document management and archiving was bought. This application was a costly solution that proved to have some operational problems. First of all Alchemy has a proprietary database structure which is difficult to access. Because it appeared necessary that from time to time the System administrator needed to access this db. This was a serious disadvantage of Alchemy. Furthermore, the implementation of the software required consultancy and training for the employees on top of the purchase price. Finally they made use of a desktop scanner which was very slow and experienced a lot of paper jams.

The Solution

All the problems that Wijma & Been faced with the alchemy application, finally made them decide to look for another solution. They came across an account manager of a Xerox Document House and arranged a demonstration of ScanFlowStore. Immediately they were enthusiastic about the scan solution and finally bought ScanFlowStore. Because ScanFlowStore only works on Xerox Machines they bought a DC 535 as well. The offered solution works to the complete satisfaction of Wijma & Been. They are now systematically scanning their archive and store it by customer number. This way any employee can access all the documents concerning a certain client. Their operational management and customer relationship management have got a positive impulse.

Because they bought a DocumentCentre 535 to replace their desktop printers. Wijma & Been saves 1300 euros a month on ink cartridges alone.

ScanFlowStore, because of its simplicity, enables everybody to scan the documents. Within Wijma & Been, even computer illiterates scan the files. This way the employees don't have to scan all day, but they take turns in scanning the archive.

Benefits at a Glance

- Fast and simple scanning which results in saving a lot of time and money
- Physical archive reduction
- ScanFlowStore was the trigger for buying a Xerox WC
- With the DocumentCentre 1300 euros savings only on ink cartridges
- Time advantages with scanning and with retrieving the documents
- Database accessible by the system administrator for adjustments and overview
- Better and more efficient client approach
- Better customer relation management because all documents and files are easy and fast accessible

*Working together...
getting results.*

Together we can.

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