

# case study



## GE Capital Bank Saves Costs with DocuWare

### More Time for Customer Service

*Accessing important documents from paper archives is a thing of the past. Today, GE Capital bank is saving the costs of retrieving credit-related documents. Search time has been reduced from 24 hours to just a few seconds, thanks to the integrated document management software provided by DocuWare.*

Based in Gdansk, the bank is one of the premier financial institutions in Poland today. With a consumer loan portfolio that exceeds \$1 billion, GE Capital Bank is rated sixth among Polish retail banks. The bank's focus is on customer finance with automobile loans, sales finance, cash loans and credit cards that account for the majority of the portfolio.

### Requirements and Organizational Framework

Until November 2003, paper loan documents used to be filed via a bank system and stored in paper archives. With several hundred users having access to the loan documents, the same document could not be used by more than one person at a time. The retrieval process was time-consuming, and documents demanded from the archives would take a day to be available.

### The Solution

In 2003, GE Capital Bank decided to implement an integrated document management system. The bank's IT department opted for the DocuWare solution, which met all the requirements. On the technical side, these included integration with the Document Collection bank system by the IT provider, a solution running in their Windows environment, and data storage on a disk array.

Today, DocuWare is fully implemented. All scanned document images are stored on the DocuWare server.



#### The Requirements

- Fast access to archived documents
- Easy retrieval processes
- Shared access to documents

#### The Solution

- DocuWare
- RECOGNITION

#### The Benefits

- Reduced retrieval time for loan documents
- Improved customer service
- Saving time and costs

#### The Process

By storing the documents as images on a computer, the loan files and other important records are now available to all employees simultaneously, at any time of day or night. This is especially important for the Customer Service and the Vindication Department, who are now able to process loan requests and other loan-related matters much faster than ever before.

#### Conclusion

"Thanks to the DocuWare solution," says Slawomir Stasiak, Manager, Process Management Team Operations Planning & Development, "retrieval time has been reduced from up to 24 hours to just a few seconds. The cost of retrieval has dropped as well. Archived documents can be shared, and a workflow system can be built up at a later point in time."

#### The Benefits in Detail

The benefit for employees from all five operating departments has brought a new level of efficiency and productivity to all. The call center agents have been able to improve their customer service as access time to requested information has shortened. Customer satisfaction is much higher and the bank can now process even more loan requests in the same time. After all, the idea of a paperless system has finally become a reality.

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