

# Creating Efficient Document Workflows with Automation to Reduce Total Processing Times

## CLIENT

A major financial services company specializing in pension, benefits, and retirement investments that span a variety of professions.

## CHALLENGE

Our client of seven years had an in-house document processing operation with internal processes that were slow and cumbersome. This led to an increase in missed service level agreements (SLAs), and resulted in higher levels of customer dissatisfaction. Our client required a solution that not only allowed them to get ahead of the competition, but which, also allowed the organization to cut costs, decrease cycle time and improve the quality around inbound document processing.

## ASSESSMENT

The company managed its mail, print and imaging services in-house, at three locations across the country. The slow internal processes led to delayed communications to both their existing and perspective customers. Many documents were time-sensitive communications such as applications requesting benefits, pension fund requests and monthly statements. More specifically, our assessment found the company's in-house imaging operation was struggling with the following:

- Imaging accuracy rates fluctuating between 70 - 80%
- An index processing accuracy rate of 80%

## SOLUTION

Novitex worked closely with our client to initiate a major operational transition to a single imaging processing center. We addressed areas that posed consistent challenges to delivering operational excellence. These areas included exception processing and client-specific internal business requirements. Novitex worked with key internal contacts to strategically transition operations while maintaining staff morale. We applied our lean Six Sigma methodology to improve the inbound document management workflow. A visual management metrics board was implemented to track productivity and increase operational efficiencies.

## RESULTS

Our experts established a system that gave our client the ability to provide internal metrics, controls and reporting to track performance and accuracy throughout the process. In the imaging processing center, Novitex created an efficient document workflow that helped increase operational efficiency and meet service level agreements requiring 100% accuracy.

*This document workflow reduced total processing times from four hours to two hours for mail receipt, prepping, scanning, indexing and quality assurance.*