



BUSINESS PROCESS OPTIMIZATION FOR FASTER CUSTOMER SERVICE

Deutsche Leasing, the largest manufacturer-neutral leasing company in Germany, relies on CENIT ECLISO as a digital file for accelerating and optimizing business processes.

In the past, Deutsche Leasing lacked a cross-board solution to drive its document management. Most client and contract data existed in physical form as “real” files. The various business segments ran small electronic applications to deal with their specific purposes. Many processes, such as the handling of individual cases and the review of customer files, were highly time-intensive because only a single staff member could view a particular physical file at a time and, to make matters worse, first had to request it to be delivered from the archive.

CENTRALIZED DMS INFRASTRUCTURE FOR IMPROVED CUSTOMER SERVICE

Deutsche Leasing wanted a way to improve its customer service performance, react more quickly to queries and thus enhance its competitiveness. Further goals were to reduce process costs and digitize business processes. Key steps towards achieving these goals were to convert from paper to digital files and to introduce a central document management

system. The new system was supposed to be able to incorporate the existing functionalities, but additionally make electronic filing available throughout the entire enterprise.

One precondition for realizing these objectives was consolidating the DMS infrastructure at Deutsche Leasing. The key to optimally implementing all of Deutsche Leasing’s requirements was CENIT’s ECLISO software. “CENIT ECLISO offers us a way to define clear filing structures into which documents can be placed by our scanning provider, or directly by our staff via drag & drop. That’s why we opted for this solution”, says Roman Diehl, Team Leader Org-Services in the field of Organization/Information Technology (OrgIT) at Deutsche Leasing AG.

STEP-BY-STEP INTRODUCTION

The goal was to deploy the new solution across the enterprise. From the very start of the project, the staff members in the individual business segments were heavily involved in the conceptualization of the new solution. Based on the results of this jointly developed solution concept, the CENIT consultants set about putting it into practice.

A decisive aspect of the project's success was maintaining a close dialog, from the outset, between the relevant departments, the responsible staffers at OrgIT, and CENIT's project staff. Here the objective was to take maximum account of the special technical requirements of the users while at the same time sticking as closely as possible to the standard product. In this way, the project partners wanted to ensure that on one hand the new application would earn high user acceptance, and on the other remain easy to maintain and update.

The entire undertaking was implemented in a phased approach. The first step was the introduction of a so-called hybrid file. Here the aim was to introduce electronic files without first having to scan in the large number of existing paper files. To this end, both the legacy paper files and new incoming documents were listed and managed within an application. When viewing any job, the user can now see directly which associated files exist in paper form and can, where required, request the paper file from the archive via CENIT ECLISO.

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Roman Diehl, Team Leader Org-Services in the field of Organization/ Information Technology (OrgIT) at Deutsche Leasing AG

Subsequently, individual segments within Deutsche Leasing made the switch to the new system, one after another. For example, ECLISO had to be specially customized to meet the requirements of the legal department. Meanwhile, three of the four business segments have successfully changed over to the electronic contact file, with the last segment to follow in 2013. Currently the project experts are busy preparing an electronic client/partner file that will contain all documents related to a particular customer.

SEAMLESS INTEGRATION INTO EXISTING WORK PROCESSES

Users within the respective departments can now access ECLISO and thereby client and contract files directly from their pre-existing solutions. This makes job processing more efficient because the users always have all documents at their fingertips, in the most up-to-date version.

[AT A GLANCE]

Main Challenge

To improve customer service by accelerating business processes.

Solution

Introduction of a centralized document management system with CENIT ECLISO as an electronic file for filing, indexing, administration and archiving of all documents.

Benefits

- shorter job processing times in customer service
- reduced process costs
- enhanced information and decision-making capabilities thanks to ready availability of all relevant information
- parallel and direct file access for all case handling departments

“Our departments accepted the system very eagerly. Having access directly from the respective systems ensures seamless integration into our existing work processes”, explains Roman Diehl. “With the digital file, several case handlers can access the data and the case documentation simultaneously, and that significantly improves our performance in terms of customer care.”

Collaboration between Deutsche Leasing and CENIT was very smooth throughout the project. The individual departments at Deutsche Leasing contributed their own ideas on how the new software should perform on the ground and what additional functionalities the new solution may still need in the future. “Right from the beginning, it was crucial to us that the software had to be flexible and that it could be expanded via new, custom functionalities.

With CENIT as a partner and ECLISO as a software solution, we have precisely that flexibility”, says Roman Diehl.

ABOUT DEUTSCHE LEASING GROUP

Established in 1962, Deutsche Leasing is today the largest manufacturer-neutral leasing company in Germany. As the European Single Market developed, so did the business activities of Deutsche Leasing. The company now numbers among the largest asset finance providers in Europe as well. Deutsche Leasing Group currently employs more than 2,000 staff word-wide.

