

If there is a lot of received correspondence, moreover, if most of communication is done via data boxes, it is often difficult to set up all processes so that the correspondence is handled in a timely and without mistakes.

About client

Provident Financial provides personal fast loans. In the Czech Republic has been operating since 1997 and has gained over 1 million customers in the Czech market.

Situation

Provident daily handles a large amount of correspondence. Much communication takes place via data boxes (ISDS). Because a large number of employees work with correspondence, including temporary workers at certain times, it was quite difficult to set up processes so that all correspondence should be timely and well executed. Furthermore, it was difficult to unify the methodological procedures for processing correspondence for all employees.

Project objectives

The aim of the implementation was to streamline the process of processing correspondence via data boxes.

▪ Primary goals

- Making the ISDS correspondence **more transparent**
- **Overview** of the state of processing correspondence
- **Monitoring** of processing dates.

▪ The implementation included

- Possibility of **automatic downloading of data messages** to Document Management System.
- Start automatic processing of downloaded message and **defining processes** over messages (**workflow**)
- **Unify** data processing processes for all departments
- **Archiving** messages
- Ability to demonstrate **how, by whom and when the reports were processed.**
- Set specific download times for ISDS messages
- Access to reports from various company departments.

Solution

Implementation of document management system ELO Professional, EXON is a sales representative for the Czech and Slovak Republics.

The solution includes a data mailbox module (ELO ISDS), ELO WF Reminder to notify employees of an incoming task, and ELO Record Manager for document shredding. Number of users: 20.

The implementation was in 2019 for 3 months.



“Data box is an electronic storage site, intended for delivery of official documents and for communication with public authority bodies”. “There were cases of loss of data messages (non-forward / data message without reply).”



Jakub Volčik
IT Consultant, EXON

Benefits of EXON solution implementation

- Effective internal communication between departmental staff.
- Unified storage for data messages, including the ability to set access rights.
- Increasing the qualification of employees in the area of documentation management.
- The speed and quality of data message processing has been improved.
- Demonstration of all actions taking place on individual data messages.
- Optimization of data message processing. Instead of Outlook, recipients of data messages now receive messages in ELO.
- Automatic multistage checks.
- Checking the correctness of processes.
- The set workflow (approval processes) brings benefits especially in time. Saved time can be devoted to the development of the company and building relationships with partners and customers.
- Expected development of DMS ELO in the future with new agendas.