

Customer

Reputed Housing Finance Service Company, India

Key Benefits

Marked increase in operational performance and customer satisfaction levels.

Reputed Housing Finance Service Company drives customer and employee satisfaction levels to new highs

Even in this digital age, the efficient handling of paper documents is crucial to any business information management strategy. The reliance on physical documentation is still a mainstay in many sectors, especially in the housing finance services industry, where key confidential information is recorded on loan forms, and authorized signatories are endorsed on paper. As a result, workflow processes involving paper are subjected to high compliance standards to meet the sector's stringent regulations.



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The client

Reputed Housing Finance Service Company, India

The challenge

Headquartered in New Delhi, the company has over two decades of experience in housing finance. It currently has more than 600 employees who cater to the housing financial needs of over 10,000 customers.

As part of protocol, all physical loan application forms and paper documentation must be captured accurately, digitized and uploaded onto a central document management system. Approvals of individual loan requests are then determined on a case-by-case basis at various hubs within the network of offices.

However, as the number of applications increased every day, so did the amount of paperwork. Before long, operational bottlenecks began to form in front line offices as scanning capabilities failed to keep up with the influx of documents. As a result, operational efficiency and customer service levels dipped.

The solution

Recommended by industry leaders and its parent company, the company implemented **Kodak Alaris** Information Management scanning solutions.

A total of 81 numbers of **Kodak** i2600 Scanners were deployed across its offices to speed up the scanning process. The scanners currently empower front line office staff with enhanced imaging power, better scanning performance of up to 50 pages per minute and more automation via **Kodak Alaris** Smart Touch functionality. The Smart Touch feature can perform multiple-step scanning operations at the press of a button.

Within 6 months of utilizing **Kodak** i2600 Scanners, the company experienced a marked increase in operational performance and customer satisfaction levels.

Results

Increase

in operational performance and customer satisfaction levels.

After making the switch to **Kodak Alaris** scanners, the company has achieved:

- Higher levels of productivity due to reduced time needed for the scanning of documents.
- Better customer service standards which resulted from shorter turnaround time for loan approvals.
- More efficient information management which led to easier retrieval and safekeeping of critical data.

Within 6 months of utilizing **Kodak Alaris** scanners, the company experienced a marked increase in operational performance and customer satisfaction levels. Speed and quality of service have increased, resulting in improved customer satisfaction levels.

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