

Case study: PSA Finance Suisse scans and archives leasing contracts with solution from Arcplace

PSA Finance Suisse S.A., a wholly owned financial institution of brands Peugeot and Citroen, is engaged in the provision of credit contracts or financing options for the sale of new or used vehicles, spare parts and accessories of these two major French makes of car. The approximate 40 employees of the financial house founded back in 1946 deal mainly with leasing contracts.

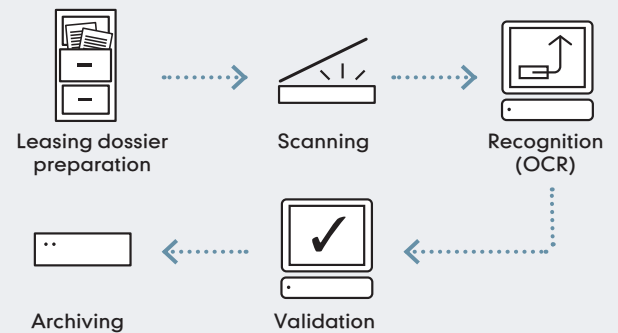


Up until the end of 2009, PSA Finance Suisse processed its leasing contracts in paper format. The contracts, which consist of an average of 20 pages, were stored together with the customer dossiers in filing folders, filed according to the contract number and then archived in large cabinets. This process, however, proved to be increasingly ineffective and far too time-consuming. The financial house therefore initiated plans to digitally archive the leasing dossiers. After thorough research and presentations from four different providers on the premises of PSA Finance Suisse, the company very swiftly decided in favour of the solution from Arcplace AG, as Arcplace “not only had the best product for our requirements, but also offered excellent service. We were particularly impressed that the team had the experience we needed, thanks to Arcplace having had already successfully implemented similar large projects in the past,” said Yvan Nemitz, Directeur Acceptation / Gestion des contrats at PSA Finance Suisse.

The project commenced in October and was implemented in two phases. Firstly, the approx. 30,000 paper-based leasing dossiers of the archive were scanned by the specialists of Arcplace AG. This was carried out within three months on-site at PSA, the reason for this being that the confidential dossiers were not permitted to leave the premises and employees needed full access to these at all times. The Arcplace engineers then installed an in-house scanning station at PSA Finance Suisse and, parallel to this

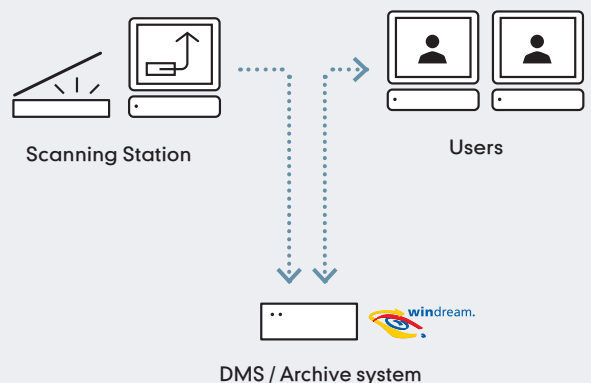
a document management and archiving system. The now digitalised ‘old’ leasing documents are archived in this system in accordance with the law, as are the new ones arriving on a daily basis.

Scanning Process



The system was rolled out in early January and has been running smoothly and efficiently ever since. Only some last adjustments and configurations according to the individual requirements of different departments are still ongoing. The employees of PSA Finance Suisse can now scan in the leasing documents that arrive every day, process them and then electronically archive them in such a way that they are highly secure. They can be easily found and called up using metadata and full-text indexing. “The system has already proved its worth in the daily course of business. None of the employees could do without the new and improved work processes now. We were also very impressed with how Arcplace accommodated all of our individual requirements and wishes and with how fast and efficiently these were implemented,” Directeur Nemitz sums up the success of the project.

Archiving Solution



The benefits of the system for PSA Finance Suisse are manifold. On the one hand, the new system is much more space-saving. New work stations have been set up in the area in which the paper-based archive was previously maintained. Moreover, the system enables all employees to work much more efficiently and effectively because they can access all relevant information from any work station at all times via a web browser interface. They can even work together on documents and look up the current status of a file. Thanks to the new system, the data can also be stored for long periods of time in accordance with the law. Last but not least, the new system means that time-consuming filing and searching for leasing documents in the

archive room can be dispensed with. For customer enquiries, the documentation can be sent online at the click of a mouse in no time at all. All of these optimisations and improvements have enabled a better and faster customer service at PSA Finance Suisse.

Here is what Robbert Spierings, Managing Director at Arcplace, has to say about how the project went: "It was a very exciting task. For us, as specialists in this area, it is always nice to see that once we help our customers – in this case PSA Finance Suisse – to digitalise their paper archive, that they can work with the new solution on their own and that the project was worthwhile for them."

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