

Case Study

Digitising files at the Raiffeisen bank in Burgdorf

The Raiffeisen bank in Burgdorf is one of 328 independent Raiffeisen banks in Switzerland. Each of these banks is organised as a cooperative and affiliated with Raiffeisen Switzerland (previously known as the 'Schweizer Verband der Raiffeisenbanken / Swiss association of Raiffeisen banks') in St. Gallen.



At the beginning of 2012, the Raiffeisen bank in Burgdorf decided to digitise customer and credit files and transfer them to the newly created Enterprise Document Management System (EDMS), as part of the eDossier project. The aim of the digitisation was to make it faster and easier to process the documents and thus to further improve customer service. After evaluating various options, the Raiffeisen bank in Burgdorf decided to work with the Swiss company Arcplace AG.

"Arcplace has considerable specialist knowledge and experience in the fields of scanning and migration of documents in an electronic file format. The company thus has equipment and methods that have been tried and tested in projects", explains Stefanie Kämpfer, head of the customer advisory service. "We were impressed by the way the process was prepared - Arcplace did everything it could to create the optimal conditions for the project to be completed in a high quality and in a cost-effective way. Arcplace also offers a range of different options, including an integrated solution."

Given that all scanned files were imported into the electronic eDossier (EDMS), it was extremely important that the preparation of the documents and the scanning complied with the migration guidelines set out by

Raiffeisen Switzerland. In addition to the guidelines, a quality control and reporting system was introduced. These measures ensured that the scanned documents could be imported into the new system efficiently and that the quality of the documents and their index values were consistent. By means of samples, the contents of individual paper files were compared with the electronic files and checked for compliance with the quality criteria.

Arcplace carried out the scanning process at the bank's premises, because the Raiffeisen bank in Burgdorf had neither the human nor the technical resources to digitise the files efficiently. The on-site service ensured that the files were highly secure, but also made it possible for the bank's customer advisors to access the information at all times.

Overview of the project process:

- Preparing the files
- Scanning the files
- Classifying the documents, as well as extracting data and validating the information
- Transferring the data to the EDMS in St.Gallen



"Working with Arcplace was straightforward and very professional", confirms Stefanie Kämpfer. "The digitisation has greatly simplified and expedited our working processes. Previously, customer advisors often had to go into our archive to find documents. They can now access all of the files from their desks at any time. Of course, our customers also reap the benefits of this faster processing."

Roger Wespi, manager of Scanning Services at Arcplace, sums up the project process: "From the start, there was never any question of the Raiffeisen bank in Burgdorf carrying out the preparatory work for the digitisation itself. We therefore offered to take over the entire process chain, from the preparation of the documents to the actual scanning, and right through to the transfer of the electronic files. We are pleased that in doing so we were able to help the Raiffeisen bank in Burgdorf to keep to their project schedule. To see that its employees are

now able to access their files quicker and in a more targeted manner is very fulfilling and demonstrates that our services help our customers to carry out their daily work more efficiently.”

Expanding the offer to include the preparation of the files by Arcplace provides all Raiffeisen banks with a broad spectrum of external services for the digitisation of customer and credit files. Depending on the requirements of the individual banks, the entire process or particular parts thereof can be outsourced.

The advantages of the services provided by Arcplace are particularly applicable to the Raiffeisen bank when:

- Limited human resources are available
- Limited time is available
- The digitisation process is to be made as efficient as possible
- Costs are to be optimised
- Fast access to paper documents during scanning must be guaranteed at all times

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