

## BNP Paribas Lease Group benefits from FileVision™ integrated document management.

### Customer Profile

BNP Paribas Lease Group Plc is a major European asset finance specialist. With almost 40 years' experience in the UK, they are a leading provider of tax efficient financial solutions for thousands of different businesses across a number of market sectors - from small/medium-sized enterprises and large multinational companies, to public sector organisations and local authorities.

They finance a wide range of plant, equipment, vehicles and other assets through leasing and hire purchase facilities to all sectors of the UK economy. By providing nationwide coverage that is supported by a team of professionals based at head office, BNP Paribas Lease Group ensures that companies finance their purchases in a way that is tailored to suit the particular needs of their business.

BNP Paribas Lease Group is headquartered in Basingstoke with two further sites in Basildon and Bristol. It is part of the Specialist Finance Division of BNP Paribas, a major global financial institution, with offices in 86 countries and a network of over 80,000 staff members.

### Business Case

BNP Paribas Lease Group used to keep all paper documentation related to lease agreements. This

typically consisted of an A3 agreement wrapped around any number of A4 documents, such as photocopies of cheques, references, bankers orders, and any other associated correspondence.

About 10 years ago, BNP decided to invest in an imaging system to scan and store lease agreements and thereby free up storage space. The system used optical disks to store the agreements and contained only one read drive. This resulted in users having to queue requests and wait up to 10 minutes to access a single page image. When customers phoned with a query, it was common practice for staff to have to call them back once they had managed to access the relevant agreement.

Furthermore, the system was antiquated and only licensed for 22 users. BNP needed 150+ staff to have access to lease agreements, making the cost of updating it substantial.

After a 9 month selection process, BNP decided to implement FileVision's integrated document management, imaging and workflow solution to enable their staff to access information quickly and easily.

### Solutions and Benefits

FileVision was successfully installed during February 2003, despite a very short implementation deadline.

All the data contained in the old system, comprising 260,000 agreements, was migrated across to FileVision. The data import took less than 5% of the time that it took the old system to export it. All new lease agreement related paperwork is now scanned, indexed and retrieved using FileVision. FileVision currently holds over 1.5 million lease documents.

Today FileVision provides staff at all three UK sites (approximately 200 users) with instant access to lease documentation, even when there are many simultaneous users on the system. This has had an impressive impact on customer service as staff can now deal with customer queries on the telephone in real-time. An additional benefit is a reduced phone bill resulting from the fact that customers do not need to be called back.

BNP staff have commented on FileVision's user-friendliness and the fact that it allows more keywords and searchable data than their old system. In addition, it offers great flexibility in terms of the filing structure, with an ability to add to the structure in the future. The image quality produced by FileVision is also vastly superior compared to that from the previous system, even on existing images. BNP have also been impressed with the quality of support and level of expertise they have received with bespoke requirements considered and provided.

"We needed something that gave us instant access to our records and FileVision does just that" said Ted Green, Senior Technical Support Engineer. "It's simple to use and produces images of a very high quality. It needs to be said as well that we've never experienced such impressive support as provided by FileVision. Our relationship with FileVision is certainly one that is ongoing and expanding"

Within BNP Paribas Lease Group, the department responsible for credit checks are now using FileVision to store partner information such as financial profiles. And BNP have recently decided to connect FileVision to their mainframe computer system so that they can store copies of invoices sent to clients and partners.

## FileVision

FileVision integrates comprehensive document management, information management, document imaging, workflow management and information relationship management into an affordable, scalable and easy-to-use software solution.

Quick to implement, it is designed specifically for small to medium-sized companies or departments within larger organisations who need to find a way to match business processes with business documents. Due to FileVision's flexibility and customisability, customers do not have to change the way they do things. Instead, FileVision is easily configured to an organisation's existing business processes or workflow methods.



FileVision is a global company with headquarters in the United States and offices in the UK and Australasia. FileVision's key markets are finance, government and healthcare. For more information, please phone +44 (0) 118 903 6066 or email: [mail@filevision.com](mailto:mail@filevision.com)