

Case Study

# Financial Services

COLLECTION HOUSE LIMITED

DocuShare delivers  
productivity **gain**  
for one of Australia's **largest**  
collection agencies

## Fuji Xerox software frees call centre from hard copy file system, reducing file retrieval time from 17 minutes to one minute.

Collection House Limited (Collection House) is one of Australia's largest debt collection companies with more than 750 trained personnel in 15 Australasian sites. Headquartered in Brisbane, Collection House is a public company providing outsourced debt collection and accounts receivable services for government and corporate clients in all mainland Australian states and territories and in New Zealand.

The Insurance division of Collection House provides insurance policy management and collection services for the insurance industry.

"Insurance policy management and collections are, by their very nature, information heavy. Each insurance claim involves registration, assessment, investigation, goods replacement quotes, recoveries and reporting. Claims can take a long time to be settled, by which time they have a complex history and a long chain of related documents," said Barry Garratt, National Manager Insurance, Collection House.

Not surprisingly, document management had become a key concern and growing cost centre for the Insurance division, which had developed an extensive hard-copy filing system. Whilst the filing system was effective, it wasn't as efficient as it could have been and was costing the company in both time and money. On average, the time taken to retrieve a physical file and copy the relevant information was 17 minutes.

Collection House wanted a document management system that would give them faster access to policy information and would simplify procedures to provide a more efficient and reliable level of customer service.

Management was supportive of the move, but required comprehensive evaluation before implementing any sweeping changes. After careful consideration, Collection House chose Fuji Xerox DocuShare as the core of its document management system.

Fuji Xerox DocuShare is a system that lets individuals and groups share and control information freely via an Intranet or the Internet. With DocuShare, electronic files of every type can be uploaded and made instantly viewable via a browser and an easy-to-use search engine allows authorised staff to find documents quickly.

"Since implementing DocuShare, we have already recouped a positive return on investment from the initial purchase of software and hardware for the Insurance division's imaging system. Our costs have been met and surpassed by the

increased productivity and, in turn, the new solution has delivered increased revenue," said Garratt.

"Fuji Xerox met all our requirements. Other products we evaluated performed some functions well, but were lacking in other areas. Another key criteria was the ability to pay for only what we needed. The Fuji Xerox solution is a little like Lego blocks, you can add elements as you expand, the main benefit being you only pay for what you use. Some other systems provided similar solutions but with the drawback that you had to pay for everything, even the elements you weren't going to implement."

Collection House also chose Fuji Xerox software for its ability to run on multiple platforms, including Unix, Linux and Windows NT and 2000 and be distributed via thin client technology such as Web Client, Windows Client and WebDAV.

As part of the solution, Collection House used Fuji Xerox's multi-function Document Centre 285 and FlowPort software to scan more than 10,000 paper-based files to the new DocuShare file management system. Fuji Xerox's FlowPort application server software enables the integration of paper documents with groupware, email/messaging and, as in Collection House's case, document management systems.

Since DocuShare's implementation, the Insurance division's hard-copy filing system has been virtually eradicated saving both time and money.

"On top of this is the added benefit that we no longer experience any lost files. DocuShare gives collectors the ability to quickly find, access, notate and amend any client files and answer client requests in real-time."

"It's easy-to-use which was another significant factor when choosing the product. We can't assume that our staff possess the same levels of computer literacy so we always need to consider the lowest common denominator. We were able to train about 25 of our personnel in a single session."

Collection House has recognised the full business potential of DocuShare and following the success of the pilot study with the Insurance division is now in the process of rolling out implementation to a number of its other substantial divisions.

### Contact information

Tania Billington  
DocuShare Marketing Manager  
Fuji Xerox  
Ph: (02) 9856 5000



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[www.fujixerox.com.au](http://www.fujixerox.com.au)

Fuji Xerox Australia Pty Ltd ABN 63 000 341 819 (Fuji Xerox), 101 Waterloo Rd, North Ryde NSW 2113. Phone (02) 9856 5000 Fax (02) 9856 5003

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