

Telco Service Provider Improves Turnaround Time for Contract Processing

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Fuji Xerox Solution

- Implemented a document repository - DWB2000 to archive all scanned copies of contract and supporting documents
- Implemented Kofax Ascent Capture Solution in HQ and in selected shops to scan and OCR selected metadata in these documents.
- Installed High Volume Fujitsu Document Scanners in HQ and branch offices to cater for document scanning
- Installed Signature Capture Pads on all front counters of shops to capture the customer signature upon signing of Mobile Contract.

Client Challenges

- Forms and Contracts signed by customers at the shop needed to be archived for at least the duration of the contract.
- Given the high volume of mobile line subscribers in Singapore, archival in digital format is more feasible to cater for the customer service requests for information received by the Call Center.

Client Benefits

- Improved efficiency for shop staff as new system enables staff to speed up the closure of accounts at the end of every night. Previously, staff would spend 1-2 hours after closing hours to sort and prepare the days contracts for courier back to the HQ.
- Staff in HQ are now able to process these contracts quickly as they are received faster.
- With Ascent Capture OCR, staff spend lesser time on data entry of customer details and are able to cope with surges in registration forms especially during promotional periods
- With DWB2000, contracts can be retrieved easily to access subscribers' information