



GE Capital Factofrance

Delivering Sustainable Business

- Enhanced customer service
- Reducing paper consumption
- Supporting sustainability policies
- Streamlined document processing

CASE STUDY



Objective

In France, GE Capital Factofrance wished to make its inbound client communications fully digital, with all types of incoming invoice document managed in a single workflow that converted them into a single decision-ready format for insertion into existing internal business processing systems.

Solution

Pitney Bowes was chosen to provide this front-end inbound document workflow, covering some 10 million invoices financed each year. The Pitney Bowes service digitises incoming invoices, converts them in a secure process to an appropriate format, categorises each invoice with key metadata, and inserts them, decision-ready, into internal systems, where they are assessed and accepted for financing.

During initial set-up, the existing twelve stage document management process was optimised to just three key steps. Moreover, although the front-end inbound communications workflow is fully integrated with the factoring company's business process management systems, full business flexibility was retained by making sure that the two systems could be uncoupled at any point. This meant that the client company was at no point 'locked-in'.

This project forms an integral part of GE Capital Factofrance's world-wide programme for sustainability, which aims to reduce the organisation's greenhouse gas emissions by 30%.

Client Profile

GE Capital Factofrance is an international factoring company which operates across the globe and is one of the largest financiers in the world. The french operation described in this case study finances over €33 billion of invoices issued (receivables) every year through its asset-based finance programmes.

Results

By implementing this inbound client communications solution, GE Capital FactoFrance has eliminated 5 million pre-printed sheets per annum in one operating country alone. Digitised document availability has removed 400 file requests each day. In implementation so far, around 2,500 duplicate invoice requests every month are also avoided. All these add up to substantial cost and productivity gains, while also contributing to the company's environmental objectives. From the organisation's customers' point of view, invoicing is now granted within eight hours of receipt, a major improvement on the previous standard of 24+hours.

Benefits of Digital Communication Centre service

- Inbound communications of all types processed, decision-ready, into a correct input format for internal systems.
- Productivity, cost and automation gains from digitised inbound document flow.
- Major reduction of pre-printed document requirement.
- Digital access eliminates expensive manual processing of file requests.
- Invoice reprints greatly reduced.

Dominique BEHURÉ, in charge of bills collection

“ The benefits we have seen since using Digital Communication Centre services have been numerous: streamlined processes, optimised costs and improved customer service. Pitney Bowes really has delivered a service that supports all the primary business goals of our organisation. They really do deliver on their promises of high quality service provision, while their expertise and determination to understand our business make them the ideal service provider.”

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