

Streamline your business processes with fast, accurate and secure access to information

Fuji Xerox Australia's Imaging and Document Management Services deliver measurable and sustainable business results and transform business critical documents into knowledge for tomorrow.

Business drivers

In today's business environment companies are striving to:

- Increase business productivity
- Improve customer insight and relationships
- Improve customer service
- Reduce costs
- Reduce operational time delays and inefficiencies
- Reduce compliance risks.

These drivers, along with many others, depend on the sharing of past and present knowledge. This knowledge is usually available within the organisation's documents, whether physical or electronic. In order to gather this knowledge and achieve the organisation's drivers, documents must be effectively controlled, managed and used.

Customer Solution

Fuji Xerox Australia was engaged by a large superannuation organisation (servicing approximately 300,000 superannuation members) to analyse its document environment, specifically focusing on managing documents across the superannuation member lifecycle, from member acquisition through to member servicing.

Our unique approach in focusing on documents, and the role they play in the superannuation process, allowed the customer to focus on their core business activities while Fuji Xerox Australia effectively managed their communications.

Our Solution

Our service combines talented people and the best processes and technology to improve the way you store, manage and access business information. Our service is scalable, flexible and secure, and can be provided in your own environment, at one of our state of the art processing centres or a combination of both.

Service features:

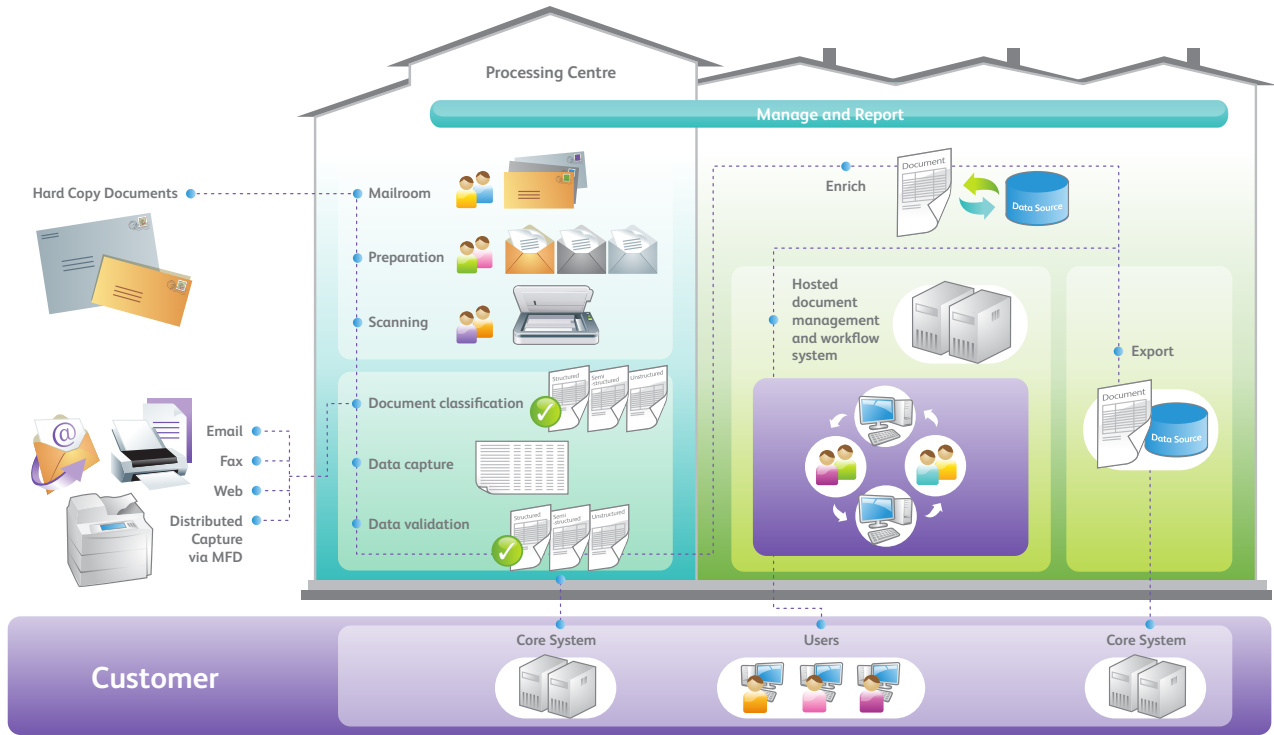
- Inbound hard copy or electronic receipt
- Document imaging
- Document classification
- Document data capture
- Verify and enrich data
- Convert, store and distribute (see Diagram 1).

This service is unique because we use a set of automatic business rules and processes not only to verify, but also enrich, your data. As a result your everyday documents are converted into valuable knowledge. From here we can then distribute documents into your business systems for straight-through processing or action. Alternatively, we can absorb your documents and knowledge into our hosted document management and workflow systems for access via the web.

Customer Solution

Fuji Xerox Australia was tasked by a large insurance organisation to review its paper-based claims process and provide a solution that enhanced customer experience, freed up staff time to focus on more strategic work and reduced risk and cost.

Diagram 1



By streamlining your document intensive business processes (some examples are listed below), you can reduce cost and risk and gain fast, accurate and secure access to business critical knowledge for tomorrow.

Typical applications

- Application forms
- Purchase orders and invoices
- HR records
- Customer or internal records
- Contracts and legal documents
- Technical publications or drawings.

Customer Solution

A federal government department required approximately one million documents (including bound books, photographs, negatives, 3D objects and x-rays) to be digitally converted, stored and maintained.

Fuji Xerox Australia provided a customised solution resulting in business benefits including a significant reduction in overheads, a quicker and more efficient process of locating and responding to information requests, and reduced risk of lost and/or destroyed national records.

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