



CGI FINANCE

GROUPE SOCIÉTÉ GÉNÉRALE

CUSTOMER CASE

Industry: Finance

Part of the Group Société Générale

Number of employees: 1,265

Location: France

Number of sites: 19 agencies

Number of customers: 465,000

Therefore™ usage: Customer files

Start of Therefore™ project: 2015

Number of users: 800

Number of documents: 11 million

Current storage used: 8 Terabytes



How did your project with Therefore™ begin ?

"The existing archiving tool provided by headquarters was not suitable. It was expensive and did not match the needs of CGI Finance, especially for agencies that needed quick and easy access to documents. We were looking for a more flexible, efficient, and less expensive solution. The Therefore™ user interface appealed to users and the Digital Team valued the performance and broad integration possibilities of the software."

How do you use Therefore™ ?

"Initially, Therefore™ was only used in branches to manage auto loan files which were then archived in our legacy ECM. Ultimately, after learning more about Therefore™ and its traceability features, we decided that we would also use it to manage archiving.

We have gradually used Therefore™ for other business applications. We added the electronic signature for some contractual documents, which were then archived in Therefore™ as well. We have also set up a secure portal for customers to access their documents in Therefore™."

"Therefore™ becomes a central tool by expanding its use in different areas."

What are your future projects with Therefore™?

"Our users are always asking for new uses of Therefore™, especially with workflows and eForms. We have a team dedicated to addressing the entire digital transformation in our company in order to gain security, traceability, efficiency and service for our customers, so there are many projects! "

Which benefits can you see in using Therefore™ ?

"Thanks to Therefore™, we have seen significant gains in our processes with great speed of execution for all employees. Therefore™ also makes it possible to help the compliance unit to better manage authorizations and access to sensitive documents during the life of the contract. Having only one tool also allows us to reduce internal document flows, save a lot of time, and ensure document integrity."

Thank you to CGI Finance for trusting us and to Mr. Pierre Poirier, Démat Projects Manager for sharing his experience.