Coface in Austria works more efficiently with Therefore™

Coface, a global leader in credit insurance, offers businesses solutions for their claims management. 4,600 employees in 66 countries offer their local services internationally and are a cornerstone of the company's success. Before installing Therefore™, the incoming invoices process within Coface in Austria was manual and paper based.

Because of the quickly growing number of incoming invoices and other documents, Coface in Austria decided to implement an enterprise content management system in 2006.

The goal was to find a solution that could be used to store and quickly find incoming invoices as well as legal and other documentation in a secure digital archive. Moreover, it was planned to integrate a workflow component to improve the efficiency and processes of invoice approvals.

Therefore™

PEOPLE PROCESS INFORMATION

Therefore™ achieved the best overall score

Prior to installing Therefore™, the daily incoming invoices were sent via internal post throughout the company, and were archived (often in duplicate copy) in the paper archive. In addition to the digitalization of documents, a workflow function was desired that would make the booking and approval process more efficient and traceable.

Coface began a systematic and thorough evaluation of various enterprise content management systems to find the best overall solution. The following criteria were used to evaluate possible software candidates: front end UI, search possibilities, full-text document, web client, categorization (which Therefore™ was the best at), scan possibilities capture software, open interface, web interface, ability to integrate into Coface's own systems, Microsoft® Office integration, references, how the database works, support, workflow, security, and the price. Therefore™ (called Ados at the time) achieved the best overall results and was thus chosen to be implemented.

Therefore™ was installed using a 3rd party partner, and was integrated via a custom integration to Coface's financial application.

Workflows were also configured to fit their requests. Primarily, Therefore™ was installed to digitally store all invoices and quickly find them using the full-text search feature as well as to automate the incoming invoice process. This allowed staff to capture the benefits of Therefore™ without having to completely revamp their way of working. Based on this fact Therefore™ has been quickly and completely accepted in the company. Now, around 90 employees use the system and benefit from being able to view and process their business documents electronically.

In addition to using Therefore™ for their incoming invoice process, Coface in Austria also stores contract documents in Therefore™ for better security and access. Thus a high level of safety and availability is ensured for authorized employees. Coface in Austria also uses the Therefore™ Connector for IBM Lotus Notes to automatically save and classify e-mails directly into Therefore™. Therefore™ Content Connector (formerly called COLD) is used to index and classify output invoices from their own system. In addition,

employees take advantage of Therefore™ Web access which permits them to view all their documents stored in Therefore™ using a web browser, even outside the office.

"We have further increased our efficiency"

Coface in Austria has been able to benefit tremendously from Therefore™. Andreas Henzl, head of IT and Organization at Coface reports, "By automating previously manual processes with Therefore™ we've been able to increase our efficiency and productivity". Employees work with the assurance that their documents are in the system and can be easily found when needed. It is planned to include more categories and automate more processes with Therefore™. Henzl is convinced: "Because of Therefore™ we have further increased our efficiency".

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