

# ING-DiBa: Same-day processing with a perfectly tuned incoming mail solution.

The paperless office:  
workplace of the future

## AT A GLANCE

- **THE INDUSTRY**

Financial services

- **THE SITUATION**

A rapid increase in customers meant automated, IT-based processes were required to allow faster, more efficient working.

- **THE TASK**

Same-day processing – the maximum possible speed when processing incoming mail, while optimising quality and reducing administrative work for employees.

- **THE SOLUTION**

Implementing the intelligent, user-trained **inovoo** IT solution which automates incoming mail, classifies documents and extracts data. By combining standard products and individual solutions, **inovoo** seamlessly integrated everything into ING-DiBa's systems environment.

- **THE RESULT**

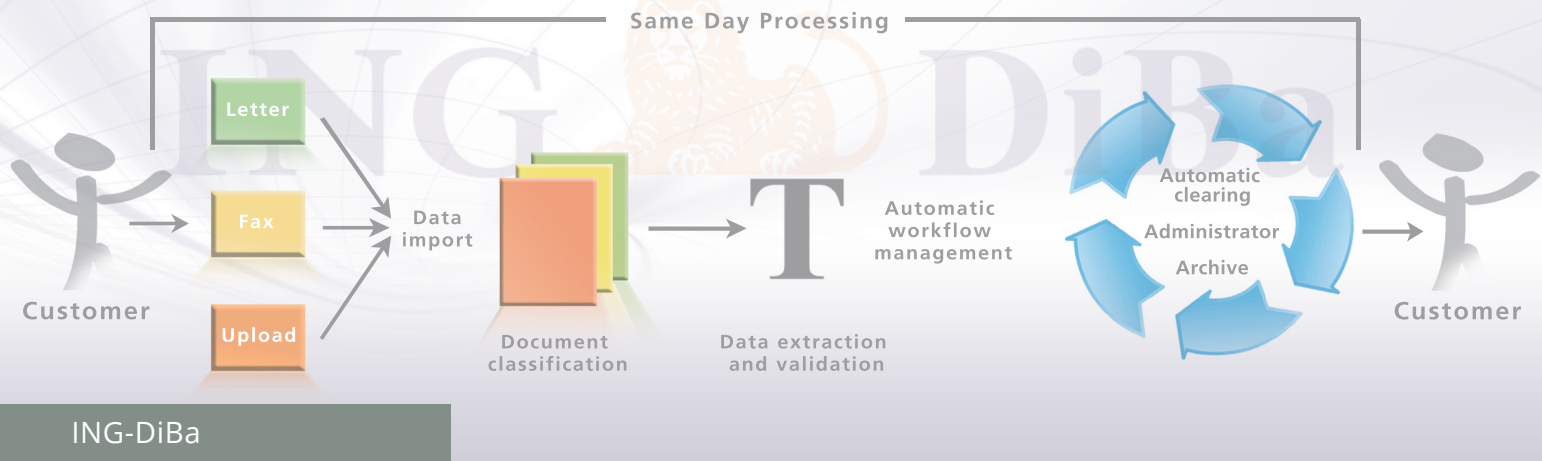
Optimal workflow management for all communication channels – the automated incoming mail system classifies information and makes it available faster, while the increasing number of incoming documents is countered by reducing employees' administrative workload and keeping the same number of staff.

As a single-office financial services provider with an unparalleled service on offer, ING-DiBa experienced rapid growth in the number of customers it served. To keep pace with this growth, the company needed to take organisational measures and optimise its workflow for handling customers' requirements with the help of intelligent, IT-based processes.

By implementing innovative solutions, **inovoo** created a unified process which processes ING-DiBa's forms just as well as unstructured information from all kinds of input sources, including letters, faxes and the "upload portal" used by external agents.

## THE GOALS

The main goal of the project was to maximise customer satisfaction through same-day processing. This included optimising working processes by classifying incoming documents, automatically extracting data, speeding up administrators' access to data and reducing their workload. In order to improve efficiency, incoming documents had to be automatically recognised, read and handed over to the existing document management system's mailbox processing system. As well as using standard products, **inovoo** seamlessly integrated the expandable IT solution into ING-DiBa's existing systems environment.



## SAME-DAY PROCESSING WITH A PERFECTLY TUNED INCOMING MAIL SOLUTION.



**EDUARD GRÜN**  
Project Management ING-DiBa

*"Nothing but the best for our customers – that's the goal! With **inovoo** as a partner, we get exactly the kind of support that our fast-growing business needs: flexible solutions, speedy implementation, best results. This secures us a decisive competitive advantage on the market."*

### THE CUSTOMER ING-DiBa

ING-DiBa, based in Frankfurt am Main, is a subsidiary of the Netherlands-based ING Group, a global financial enterprise with offices in over 50 countries. ING-DiBa sets itself apart as the largest direct banks in Europe.

The single-office financial institute looks after over 7 million customers in Germany alone, in the areas of saving, financial investment, financial security, credit and construction financing. In 2009, ING-DiBa was voted "Best bank in Germany" for the fifth time by the financial magazine "Euro".

inovoo is a highly specialized partner in the fields of multi-channel management, customer communications and process automation in the B2C environment. We provide products and solutions for SMEs and large enterprises, covering the entire spectrum of input management, output management, and everything in between – and all from one source.

- 100% integrated solutions → No more isolated applications!
- Integrate all communications channels → Traditional mails and faxes, email and web, and even mobile devices!
- Holistic processing → One system covering input, process and output management!

### THE RESULTS

With a fully successful end to the project, **inovoo** was able to create a perfectly-tailored incoming mail solution which cemented ING-DiBa's reputation as "the best bank in Germany".

- Automatic processing of incoming mail in all communication channels
- Up to 8,000 transactions scanned and processed per day
- Up to 30 million pages processed per year
- Processing workflows permanently shortened and optimised
- Documents are automatically sent to the appropriate administrator
- Fast, reliable document recognition thanks to built-in human decision-making
- Information is available in full and faster than before
- Shared data pool for wide-reaching business processes
- Better customer service thanks to reduced waiting times
- Maximum customer satisfaction thanks to a response within 24 hours: same-day processing.

WANT TO LEARN  
MORE ABOUT US?



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