# Spigraph

# MORE EFFICIENT ACCOUNT MANAGERS



## ISSUES ⌄

**When an account manager meets the customer to open an account or apply for a loan, a number of documents need to be scanned. The account manager therefore needs to leave the room to scan these documents on a multifunction copier, often used by someone else and rarely offering fully satisfactory image quality. The aim here was to give each account manager a personal scanner in order to:**

• Improve the quality of customer relations
• Reduce scanning time
• Optimise quality of scans without increasing file size

" Without the know-how of Spigraph, we would never have found a solution so well-tailored to our needs. "

Project Manager

## SOLUTIONS ⌄

• 500 compact scanners producing 40 pages/minute were installed in 200 branches
• Configuration to obtain the best compromise between image quality and file size

## BENEFITS ⌄

• Optimisation of image quality
• Enhancement of the account manager's job
• Time saving
• Rapid scanning
• Simple use of the solution

# Spigraph

**In order to optimise account managers' time and to improve customer care, one of the major French banks has just equipped its staff with personal scanners.**

In a bank, the scanning of justifying residential and ID documents required to open accounts and investigate loan applications is part of account managers' everyday work. If done incorrectly, it can take time that would be better spent doing their core job. After a survey conducted among branch staff in the Provence Côte d'Azur region, one of the major French banks has just developed a solution based on small volume, rapid scanners, set up by Spigraph. The aim? To give most exposed account managers their own scanner. This initiative, launched in 2008, also helped improve the quality of scanned documents and enhance the account manager's job.

## REDUCING RISKS OF ERROR AND OPTIMISING ACCOUNT MANAGERS' JOB

*"The survey conducted in our branches revealed that our staff wanted a more flexible and reactive system», explains the project manager. Each branch was equipped with a single multifunction machine that took charge of printing, photocopying, faxes and scanning. It was thus overused and not always available when the account manager needed it".* Having to leave the office during a meeting with a customer to scan documents is hardly the best way to conduct a commercial negotiation. On top of that, it is often necessary to wait to use the scanner, not to mention having to then save it in a file, indexed by the Bank's EDM server. *"Scanning tasks were a burden on account managers and, through lack of time, were not always performed properly. Certain justifying documents may not be attached to the right file".*

The survey showed that installing a scanner in the office of most exposed account managers could solve a significant share of problems encountered.

The bank was backed up by Spigraph to select the right hardware for 200 branches and set up a simple and rapid solution.

Spigraph offers a wide range of leading brand scanners on the market. The scanners recommended by Spigraph are rapid, easy to use and perfectly sized for use on a desk. They were also selected by other divisions of the bank network and were eventually given national approval for all the bank's branches.

## TOTAL SUCCESS, PARTLY DUE TO SPIGRAPH'S EXPERTISE

In the summer of 2008, the bank therefore proceeded with the deployment of 500 scanners in 200 branches, accompanied by Spigraph, which installed and configured the scanning system. "The previous hardware only allowed black and white scanning» explains the project manager. The results of certain documents, like identity cards, left much to be desired. With our new installations, we can now scan in colour without adding excessive file size for our EDM server. Without the know-how of Spigraph, we would never have managed it». Spigraph configured the scanners to obtain the best compromise between image quality and file size, adjusting the resolution and compression of documents.

At the same time, the speed of scanners, within easy reach of the account managers, had a considerable impact on the quality of work and customer meetings. *"Nowadays, customers no longer have to wait while the account manager scans the documents: it's all done during the meeting, so the account manager can continue to talk with the customer. Time savings are considerable and customer-handling is improved. Not to mention that having a technological object like a scanner in the account manager's office helps to promote their image and profession. Over and above purely practical considerations, this aspect has undoub-*

*tedly paved the way to acceptance of the project and the feedback received has been very positive"*, concludes the project manager.