

Building the 'Deal Pack' Super Highway

Australian Fleet Sales (AFS) are one of the states largest locally owned car dealers who operate twelve sales yards transacting high volumes of car sales on a monthly basis to both commercial and domestic customers in the marketplace.

All customer vehicle purchases at Australian Fleet Sales generate a physical Retail Contract File to start the creation of a Deal Pack. Any AFS customer who requires finance for their vehicle purchase will also have an additional Finance Contract File created and added to their Deal Pack.

The Lansvale car sales yard operates as the head office to the eleven other yards, where they were previously accustomed to physically processing and storing customer contract files in large filing cabinets.

The Challenge

AFS were faced with 4 key challenges which needed to be solved to ensure they are operating as efficiently as possible to maximise their operational competitiveness in the marketplace. These challenges were:

1. The loss of valuable office space due to the ever increasing consumption of contract filled filing cabinets.
2. The inability to easily locate files to either share or search and validate important customer information found within the Deal Pack documents in a timely manner.
3. The scheduled dependency on secure transport providers to collect completed Deal Packs from all AFS Yards having them returned to Lansvale for final head office processing and filing.
4. Management's inability to have centralised Document Management System that also enabled Deal Pack status reporting and charting across all yards.



Industry

- ◇ Car Sales

Application

- ◇ Contract Search / Retrieval

The Problem

- ◇ Costly management of physical documents
- ◇ Costs increasing directly inline with sales growth
- ◇ Management frustration

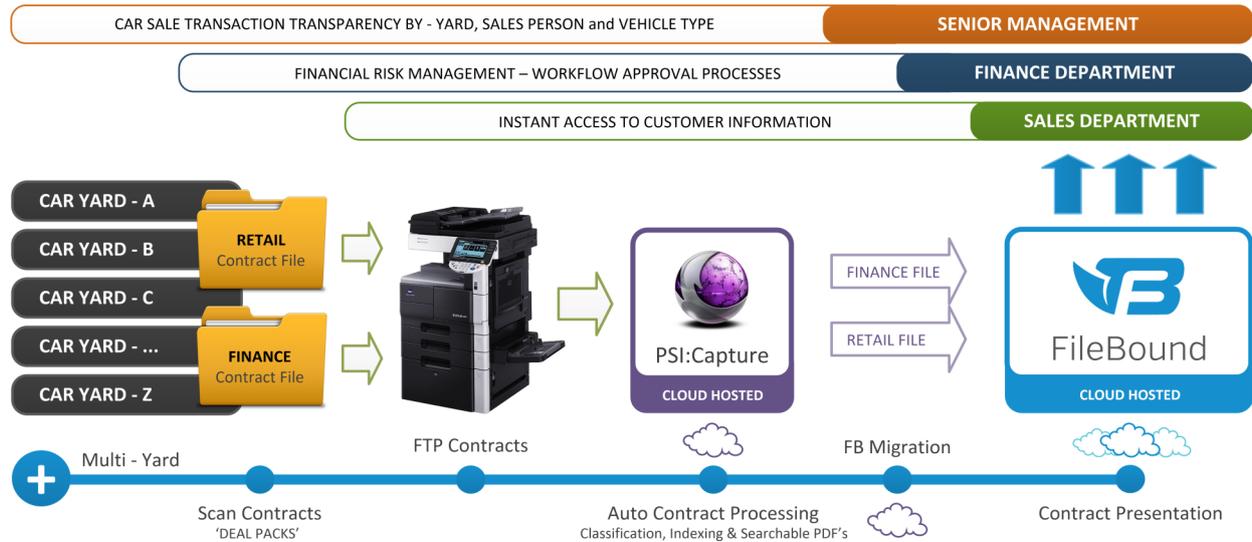
The Solution

- ◇ FileBound Cloud — Document Management
- ◇ PSI:Capture Cloud — Advanced Capture

The Benefit

- ◇ Centralised Contract Access
- ◇ Higher Resource Efficiency (30 - 50%)
- ◇ Improved Staff Satisfaction
- ◇ Improved Customer Service
- ◇ Processing Transparency

The 'Deal Pack' Solution



With the implementation of this innovative FileBound Cloud Hosted solution AFS are now able to securely scan and upload their customer Deal Packs from any yard via their existing fleet of Multi Function Device panels (MFD's). PSI:Capture automatically captures all of the important index data for each of the files prior to migrating directly into FileBound, where the files and documents are full text searchable and can be automatically triggered to kick off simple workflow tasks for management reviews, approvals and reporting on files. These tasks can be completed from any Internet browser or via any internet connected mobile device using the FileBound Touch Application.

FileBound Results

AFS have experienced the following benefits from Stage 1 of this Filebound implementation;

1. Valuable office space has been freed up so it can now be used for higher value purposes.
2. No longer do staff have to spend large amounts of time searching for files and specific documents that impact on the customer experience.
3. Time taken for filing and scanning processes has been halved, as FileBound uploads and files any document type.
4. Deal Pack files are imaged and shared at each of the AFS Yards when created.
5. Immediate access to information has increased customer service as well as improving staff member satisfaction.

Next Steps

AFS are currently working on next stage plans to further utilise FileBound's easy to configure functions set in their business operations which includes:

- Further assessment and use of FileBound Workflows to automatically route Deal Pack files around the business and between yards.
- The use of FileBound Hosted Web Forms for both internal staff and external customers to upload documents directly to their existing Deal Pack file.
- The HR Department to securely manage employee files with the use of an Annual Leave Request Web Form pushed into a Workflow.

About FileBound Australia

FileBound Australia is the Asian region distributor for the FileBound Content and Work Management solution.

Please contact sales@filebound.com.au to learn more about how we can deliver the right Content and Work Management solution for your business needs.

