



case study **Rhenus Archiv Services**

Rhenus Archiv Services optimizes the archive structure of Intrum Deutschland GmbH and provides support for document management

PROJECT DESCRIPTION

Along with the development of further services, such as the sorting of incoming mail to files, the consolidation of several cases or the printing of outgoing mail, both workflows and the archive structure could be process-optimized.

By managing well over 1,500,000 files in the meantime and handling about 280,000 documents per year, the successful cooperation has already been significantly expanded. Rhenus Archiv Services GmbH has once again proven its competence in dealing with customer-specific requirements and the professional management of highly sensitive documents.

ABOUT INTRUM DEUTSCHLAND GMBH

Intrum Deutschland GmbH is a service provider belonging to the Intrum Group operating in debt collection and credit management. Headquartered in Stockholm, the pan-European group employs over 9,000 people in 24 countries, making it one of the leading debt collection service providers in Europe.



CHALLENGES IN THE PROJECT

Due to the merger between Lindorff and Intrum Justitia in combination with continuous growth of their portfolios, the requirements for the filing structure as well as the data management have grown successively.

The focus in project planning was primarily on understanding the specific and portfolio-individual requirements of various subholdings and determining service needs based on the requirements. Based on the resulting findings, designing workflows and harmonizing the interfaces to upstream and downstream processes on both sides was the real challenge here. In addition, the requirement was to solve current problems within the framework of day-to-day business in terms of processes and to create the foundation for the development of additional value-added services through the joint development of an optimized recording and filing structure.

- **Challenge:** Hybrid solution for the physical & digital archive, in combination with a comprehensive access authorization on the administrator level in the day-to-day business in an existing customer system.
- **Solution:** Periodic transfer of relevant inventory and transaction data from the AS, preparation of the data for use in the customer's system, periodic data exchange and thus the possibility of handling and tracing the archive inventories
- **Benefits:** Expertise of Rhenus in the field of document management, use of an inventory system of the customer.

USE FOR THE CUSTOMER

By linking our processes to our customer's workflows, Intrum can avoid using an additional document management system at the case processing level. The current debtor management software is regularly supplied with availability information and the respective status of the delivery at the individual file level. This enables staff to access or track the status of both digital and physical files in equal measure. Different priorities and service levels need to be taken into account, new files need to be created or cases need to be processed at the document level. This is now part of our daily business and allows our customers to benefit from the expertise of Rhenus Archive Services in document management.

Through the audit-proof and data protection-compliant management of personal data, high security standards as well as uniform and certified processes, we guarantee security - thanks to our many years of know-how in the field of logistics efficiency. Of course, there is complete transparency over all archived goods at all times.



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