



DOCUMENT AND PROCESS
MANAGEMENT SYSTEM

DOCLOGIX IMPLEMENTATION SUCCESS STORY



Finance sector

C L I E N T



DNB bank

*Document and process
management system increases
operational efficiency*

"For years, many people associated the banking sector with large bureaucratic apparatus, management, deliberation, and approval of important documents. However, all this is in the past. Today's banking is a synthesis of rational thinking and modern technologies. We use modern and secure technologies, which allow us to make important decisions here and now using optimal time and financial resources. We use DocLogix for information management. It undoubtedly increases operational efficiency, reduces information management related costs, and accelerates access to relevant information. Our documents are more secure and controllable, and DocLogix allows us to distribute and process document flows electronically. Therefore, we can pay more attention to direct bank operations and customer service quality. The document management system DocLogix maintains high quality standards for information management, and encourages innovation in our organization."

Jurgita Juskeviciene,
Head of quality and process improvement department

ABOUT THE CLIENT

DNB bank is a Lithuanian Commercial Bank providing financial services to individuals and corporate customers. The bank is a part of Norway's largest financial services group, which serves customers in 19 countries worldwide.

PROJECT IN BRIEF

DocLogix was installed in DNB bank in 2003, replacing the outdated document management system. DocLogix was chosen due to its wide functional capabilities, as well as the ability to configure and adapt the system to meet the needs of the bank. The DocLogix benefits were obvious within the first month of operation: there was reduced use of paper documents, accelerated document exchange processes, and lower costs for paper and archiving. Since then – more than 10 years – the DNB bank staff responsible for modern information management have been studying efficient processes and performance improvement, and constantly expanding the system's application. Every year, more and more documents and processes are transferred to DocLogix. It positively influences internal communication, as well as customer service and satisfaction with the bank.



www.doclogix.com

The DocLogix document management system is trusted by 300 clients and more than 35,000 users. The product is available in 11 countries. The system has been constantly developed and updated for more than 10 years, and offers the most advanced solution on the market. For its continued excellence, DocLogix was chosen as the best solution for information management in Europe at the European IT Excellence Awards.



IMPLEMENTED SOLUTION

Automated processes at DNB bank:

Standardized but flexible information processes are incredibly valuable. Documents and related information move according to the configured rules (automated processes):

- A lot of manual work is performed by the system (sending information, reminders, notifications, information transfer to the templates, etc.).
- Smart control system detects errors and incorrectly filled fields.
- Automated processes can be adapted when circumstances change.

Processes related to customer service:

- Approval of special conditions for customers.
- Approval and registration of credit issuance decisions.
- Order and preparation of certificates to the clients.

Processes not related to customer service:

- Registration of outgoing / incoming correspondence.
- Preparation from templates, deliberation and approval of various documents (decrees, procedures, contracts, job descriptions, performance reports).
- Submission and approval of applications for holidays and business trips.
- Approval of invoices.
- Management of orders of cash delivery / collection.
- Administration of guest cards.
- Management of representation expenses.

Pavadinimas	Dokumentas	Uždavinys
1. Pasiūlymų pateikimo formos	DocLogix (DocLogix)	DocLogix (DocLogix)
Suvestinė informacija	DocLogix (DocLogix)	DocLogix (DocLogix)
PO KONSOLIDUOTOS Pasiūlymų pateikimo formos	DocLogix (DocLogix)	DocLogix (DocLogix)

DocLogix interface in DNB bank.

More about DocLogix solutions for the finance sector:

www.doclogix.com/industries/finance-sector/

KEY PROJECT NUMBERS

200 000 About 200,000 documents are processed each year.

1 200 The total number of users reaches 1,200.

70 The system is used in 70 bank branches throughout Lithuania.

30 There are 30 internal bank processes configured in DocLogix.

THE RESULTS

100 100% transparency – every employee can check the status of a given process or document.

60 Thanks to the system, paper documents generated within the organization decreased by 60%.

60 Costs for document printing and transfer were reduced by about 60%.

20 Document preparation takes up to 20% less work time.

3 Decision making has accelerated by a factor of three.

1 Prepared templates and clear processes allow users to prepare documents correctly on the first attempt.



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DocLogix is a leader of document and process management systems in the Baltic States. In Lithuania, DocLogix sells and implements the product, and also provides support services directly to clients. In the United States, Canada, Mexico, Latvia, Estonia, Poland, Ukraine, Kazakhstan, Azerbaijan, and Turkmenistan, DocLogix is administered through a network of partners. Company clients include public institutions, major banks, energy companies, and companies from other sectors. DocLogix belongs to the Alna group, one of the biggest IT company groups in Lithuania.