

ACCON-RVS GMBH OPTIMIZES ITS SERVICE PORTFOLIO AND CUSTOMER SERVICE WITH ANYDOC SOLUTIONS

At A Glance



Sector

Business Process Outsourcing provider

Customer profile

ACCON-RVS GmbH is an independent specialist in outsourcing services in the areas of accounting, staff and travel expense accounts, and document management that operates throughout Germany. Its team of over 170 employees rely on cutting-edge workflow, processing and system technologies as well as tailored software solutions.

The Challenge

ACCON-RVS receives documents from its customers in numerous different formats and forms. The wide variety of documents received proved too much for the previous DMS solution. Other standard software was also unable to meet their growing requirements. ACCON-RVS was also looking for a new archiving provider and effective scanning software to extend its range of services.

The Solution

ACCON-RVS commissioned the storage supplier Decodetron and the document and data capture solutions OCR for AnyDoc, CAPTUREit and EXCHANGEit. The primary factor in the company's decision was the fact that the AnyDoc software not only offered the required flexibility for adjustments, but also had extensive standard features that eliminated the need for costly and complex individual developments.

The Benefits

- Optimized quality management
- Improved internal processes
- Streamlined process to a high degree
- Extended the service portfolio
- Improved customer service

ACCON-RVS, a subsidiary of REWE-Zentralfinanz eG and TUI InfoTec GmbH & Co. KG, has been supplying quality business process outsourcing (BPO) solutions throughout Germany since 1989 as an independent provider. The company's core expertise is accounting, staff and travel expense accounts, controlling, scanning services, and archiving. More than 170 employees in the ACCON-RVS team combine established business know-how with a high degree of technological expertise to provide exceptional outsourced services. The company offers a wide range of services from configurable, modular processes to comprehensive full service.

Highlight

ACCON-RVS is now supported by AnyDoc software, utilizing the powerful data capture and processing of OCR for AnyDoc®, AnyDoc®CAPTUREit® and AnyDoc®EXCHANGEit®. In conjunction with OCR for AnyDoc—for automatic extraction and validation of pertinent data from vendor invoices—CAPTUREit captures and processes documents and data automatically as part of an end-to-end solution. EXCHANGEit is used for final processing of the output data, sending the captured documents and data to the back-end systems at the most convenient time for clients and in the correct format.

ACCON-RVS uses the solutions for electronic processing of vendor invoices and cost accounts with an integrated company-specific workflow and digital archiving. Up to one million documents are processed by the system each year. The processing challenge lies not in the number of documents but in the wide variety of different document forms and formats. The AnyDoc solutions meet these requirements. "They are easy to use and highly effective. We had no idea that the system can do everything and were pleasantly surprised," commented Stephan Dähnlicke, head of IT management division at ACCON-RVS.

In early 2009, ACCON-RVS decided to replace its old archiving system, used until the end of 2008, to achieve greater flexibility. The company was already familiar with Decodetron's storage system from joint projects and awarded Decodetron the contract. However, since ACCON-RVS had special requirements for its document and data capture software which could not be met by standard systems, Decodetron recommended using AnyDoc solutions in partnership with systems integrator Alos, which distributes AnyDoc software. "All the features required by ACCON-RVS were already included in the solutions or could be installed at a later date without any problems. This means that AnyDoc Software is universally deployable. Consequently, the solutions are also very much in demand among our other customers," said Peter Winter, customer and systems consultant at Decodetron.

Rollout and Configuration Phase

OCR for AnyDoc, CAPTUREit and EXCHANGEit were successfully installed by Alos engineers in three days. The Alos team then monitored the system over a two-month start-up phase while ACCON-RVS IT staff and Alos engineers performed adjustments and adaptations to further increase accuracy and efficiency. Rollouts for the new solutions were completed in January 2009 and became fully operational in March 2009.

The system ran smoothly from the beginning without any problems. IT manager Stephan Dähncke has a very positive opinion of the solutions: "As an innovative company, shared services center and service provider in the accounting sector, ACCON-RVS is dedicated to customer satisfaction and aims to cover the widest possible range of services. AnyDoc is helping us achieve this goal. Thanks to the new solutions we can further reduce error rates, which were already minimal. We can also improve our service and extend our testing mechanisms. We like working with AnyDoc and their partners and are always open to innovative follow-up solutions."

New Solutions Enable a Wider Range of Services

ACCON-RVS has clearly optimized its document management capabilities with AnyDoc solutions. The newly-introduced discrepancy protocol verifies the completeness of archived documents. Each document is supplied with a barcode giving it unique identification. Thanks to the flexibility of AnyDoc software, introducing numerous additional new tests, search, registration, and statistical functions is now possible. Using AnyDoc solutions, a clear statement can be made on the processing status, number, and quality of processed documents.

ACCON-RVS is now better able to tailor its service portfolio. All customers can make the most of an entire spectrum of offerings, from modular part services to a complete full service. The company can also produce data fully tailored to the requirements of its customers in terms of format and data output.

Besides securing a full workflow, the analytical mechanisms are also important and helpful for ACCON-RVS internal evaluations. Until now, statistical analyses had to be done manually by employees. Now these statistics can be accessed at the push of a button with the aid of data indexed by AnyDoc. "Our employees have shown a lot of interest in the AnyDoc solutions and use them frequently. We have all been very impressed with the whole system," concludes IT manager Stephan Dähncke.

What can we do for you?

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