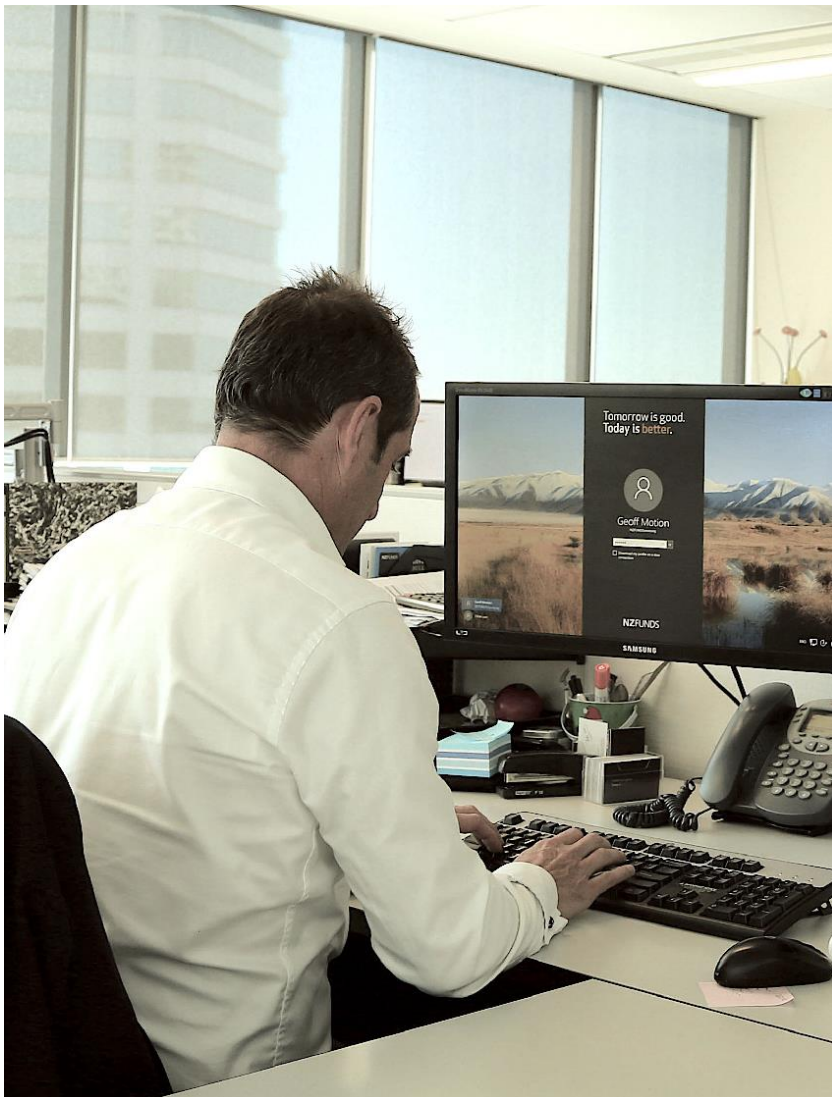


Championing Productivity

Business Process Outsourcing
NZ Funds



“The Fuji Xerox email service has effectively taken up to four days out of our document processing time... Our client service team now turn around the document in a day. Our advisers and clients are happy with the new speed of service, and nothing gets ‘lost in the post’ anymore. It’s a real win for us in terms of turnaround time and it certainly contributes to maintaining good long-term relationships.”

Geoff Motion, Head of Service Development, NZ Funds



NZ Funds: Championing productivity with outsourced mail management

Founded in 1988, NZ Funds is a privately-owned wealth management firm specialising in integrated advice and portfolio management services for New Zealanders.

NZ Funds wanted to speed up the way post and email moved into their electronic workflow queues. Because the quicker incoming information is organised, the sooner staff can be productive, and the better customers are served.

Delivering a streamlined mail service

In 2013 NZ Funds engaged Fuji Xerox New Zealand to deliver fast, streamlined physical and electronic mailroom services. The primary mandate was to have all mail, regardless of format, processed and ready to enter the NZ Funds electronic workflow queues by 8am every workday.

Fuji Xerox’s mail system proved to be quick and effective.

The physical mail is collected by a security courier and delivered to the Fuji Xerox Value Innovation Centre (VIC) in Albany by 7am weekdays (excluding public holidays). The VIC team opens and sorts the mail, scanning all business

documents into their system.

The system extracts the data that identifies the nature of the communication (for example, an application form, a new account, a change in address, a direct debit payment) and which customer it’s from. The categorised electronic document is then released into NZ Funds workflow with its metadata, which automatically directs it to the right team for processing.

Faster turnaround, happier customers

In late October 2016, Fuji Xerox implemented a service to process Adviser Correspondence emails throughout the day. Documents are emailed from any of the seven NZ Funds offices or from the adviser’s premises. The offices also have the ability to send document directly from a multi-function device (MFD).

All business communications are forwarded to a Fuji Xerox email address. From there, Fuji Xerox’s technology automatically feeds the messages and attachments into a scanning and indexing solution, before releasing the data into NZ Funds’ electronic workflow queues at 6am the following business day.

Fuji Xerox also processes NZ Funds’ incoming faxes and withdrawal emails,

entering them into the electronic workflow queue as images. These are released to NZ Funds as soon as received, so there’s no delay in processing.

“The Fuji Xerox email service has effectively taken up to four days out of our document processing time,” said Geoff Motion, Head of Service Development at NZ Funds. That’s how long it used to take for a client’s document to leave an adviser’s office, enter the postal system, arrive, be manually sorted and then passed on to the client services team for processing. “Our client service team now turn around the document in a day. Our advisers and clients are happy with the new speed of service, and nothing gets ‘lost in the post’ anymore. It’s a real win for us in terms of turnaround time and it certainly contributes to maintaining good long-term relationships.”

The advantages of the new process were especially noticeable over the 2016 Christmas period. Traditionally, that’s a time when NZ Funds receive a substantial increase in the normal volume of documents, and the postal service is stretched to meet normal deliveries schedules. And of course, the company only has a skeleton staff on hand over the holiday itself. However, with the new email process in place there was no stressful backlog for a small team to deal with over the break, and it was business as normal.



Ready and waiting

When NZ Funds staff arrive in the morning, the information from the business emails received the previous day is ready and waiting, and physical mail is available by 8am.

Over the course of an average month Fuji Xerox process 736 images of NZ Funds' physical mail and around 2650 email images.

Throughout the week, NZ Funds staff collate documents required for their document management system. These are sent to Fuji Xerox once a week for back-scanning. While processed in the same way as the morning mail, these documents are handled slightly later to ensure they are kept separate.

As client preference for electronic communications increases, the volume of physical mail is expected to steadily decrease over the years. Of course, the Fuji Xerox service can handle this transition with ease.

A focus on improving processes

Fuji Xerox applies a continuous improvement approach to everything they do for NZ Funds.

Every six months NZ Funds' Senior Management meet with the Fuji Xerox Service Delivery Manager and Senior Relationship Manager to review performance and identify opportunities to further improve or extend the service.

Peak performance

Fuji Xerox have consistently achieved the SLAs agreed with NZ Funds and delivered a fast and reliable document and email processing service. The quality of the data extraction routinely sits at 99.9%, and the 8am deadline for mail processing is met 99.8% of the time.

"What attracted us to Fuji Xerox in the first place is that they are a big, well-established provider of IT solutions in this space. And they're happy to work

with other technology partners to provide us with visionary solutions," said Motion.

He and NZ Funds are very happy with the significantly improved mail services.

"Fuji Xerox are very organised and very client focused, and we have a particularly good Service Delivery Manager. They are very responsive to any issues and are always forward thinking – delivering us solutions that are better than we expected."

NZFUNDS

FUJI XEROX 

At a glance

Organisation:

NZ Funds

Industry sector:

Financial Services

Business requirement:

Deliver fast, streamlined physical and electronic mailroom services.

Primary Objective:

All mail, regardless of format, processed and ready to enter the NZ Funds electronic workflow queues by 8am every workday.

Business process outsourcing services provided:

- Mailroom management
- Adviser Correspondence emails processing
- Incoming faxes and withdrawal emails processing
- Back scanning of documents for archival

Outcomes:

- Client service team turnaround to advisers reduced from four days to within one day.
- Achieved data extraction quality at 99.9%, and meets the 8am deadline for mail processing 99.8% of the time.
- Enabled transition from physical mail to electronic communications with ease.

About Fuji Xerox Global Services

Since its inception in 2007, Fuji Xerox Global Services has maintained its market leader position in document management and consulting services globally. At Fuji Xerox Global Services, we help our customers re-engineer their document management processes, ensure seamless integration into their current IT infrastructure, transform document intensive processes and customer communications to achieve operational excellence, costs efficiencies and sustainable growth. As your business partner, your success is our success.

For more information, please email fxgs.marketing@fujixerox.com or visit us at www.fujixerox.com/eng/solution/globalservices/

Founded in 1962, Fuji Xerox Co., Ltd. is a leading company in the Document Services & Communications field, offering solutions and services to help customers resolve their business challenges. Fuji Xerox is a 75-25 joint venture between FUJIFILM Holdings Corporation and Xerox Corporation, and its direct sales force covers Japan and the Asia-Pacific region including China. We employ approximately 47,000 people globally, with more than 80 domestic and overseas affiliates / sales subsidiaries.

About Fuji Xerox New Zealand

Fuji Xerox delivers market leading document services and print solutions to the New Zealand market place. Our core philosophy is to be 'strong', 'kind' and 'interesting'; a 'strong' company that delivers excellent products and services that satisfy customers, and is able to reward its shareholders continuously; a 'kind' company that contributes to local and global communities with a particular focus around young people; and an 'interesting' company at which employees find their life and work fulfilling. We aim to be a company with a good balance of all three attributes. Visit us at www.fujixerox.co.nz

For more information about our business process outsourcing services, visit us at www.fujixerox.co.nz/bpo

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