



CORIUM CASE STUDY



AUTOMATING PERMIT HOLDERS RENEWAL PROCESS WITH LIBREX



Project information

- Customer: An organization responsible for the application and enforcement of regulation for professional workers
- Number of employees: 200
- Number of customers involved in the process: 18,000

Initial Process

This organization has to issue or renew around 18,000 licenses per year. Before optimizing the process, 18,000 renewal notices were printed by their ERP system and sent through the postal service. The license holder received their notices and then had to send a check payment back through mail. When the organization received

the payment, they issued a payment receipt that was again sent to the license holder through mail.

Solution

Instead of sending the renewal notices to a physical printer, the ERP system now just produces PDF files of the 18,000 renewal notices. Those PDF files (around 90 PDF files of 200 pages each) are then dropped into a “Librex Automatic Importation Folder” for capture. Librex automatically splits those 200 pages PDF documents into single documents. For each PDF renewal notice, the license number is extracted and then a database lookup is done to an external system to fetch additional metadata



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like for example the license holder's email address. Also, the license holder electronic folder is created in the system if it doesn't exist.

Then, an email is automatically sent to the license holder saying that his license renewal notice is available online. He can then log on to the portal, downloads his renewal notice and pays online. After the payment is processed, the payment receipt is produced by the ERP system and is again dropped into a "Librex Automatic Importation Folder". The license number is extracted from the receipt by Librex and the PDF receipt is sent to the license holder electronic folder. Again, an email is sent to the license holder saying that his payment receipt can be downloaded from the portal.

Benefits

A major benefit of this new automated process is the productivity gain for the organization. This process was very time consuming for their agents as they had to handle manually sending the notices and receipts, receiving the payments and entering metadata in the different systems. All those manual processes have now been completely eliminated and the agents were reassigned to tasks with higher business value.

The customer service has also been greatly enhanced. The complete process could have taken many weeks to complete in the past, but it can now be completed within a few hours.

Finally, a lot of money was also saved as they eliminated printing and sending 36,000 paper documents through the postal services, along with all the stamps and envelopes that are not required anymore.

You can view a video animation of this at the following address: <http://youtu.be/iVmpuJXCDhc>

About Corium

Corium is the publisher of Librex, a capture tool that allows you to capture your content in a simple, structured and unified way. It offers different capture methods like paper scanning, fax transfer, email capture, MS Office Plug-In, virtual printing and electronic documents automatic importation. Also, its metadata extraction tools like optical character recognition (OCR), barcode extraction and external systems integration allow you to automate your capture processes. Librex offers many intelligent connectors to ERP or ECM systems like Alfresco or SharePoint.



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