

Lex Vehicle Leasing drives to document management success with Infonic



Lex Vehicle Leasing

Country: UK

Industry: Vehicle Leasing

Profile: Lex is an HBOS Group company; it owns a fleet of over 178,000 cars and vans, with motoring heritage dating back to 1928.

Key drivers: Reduction of mis-filed/lost documents. Reduced time delays in getting documents to the correct people.

Lex Vehicle Leasing is the country's largest company car and van specialists. A joint venture company owned by Halifax Bank of Scotland and the RAC, it serves around 20,000 UK businesses including two thirds of the FTSE top 100 firms.

Infonic's Document Manager has played a key role in speeding up Lex's paperwork process and maintaining its high standard of service to customers.

Paper Mountain

For each vehicle, Lex has to maintain an extensive file of documents, including ownership forms, contracts and a variety of other material. This includes documents regarding accidents to vehicles owned by the company, such as letters from repair garages, solicitors' letters and invoices for work that has been completed. Paperwork has to be kept as long as Lex owns the car.

The documents have to be stored securely yet also be easily accessible to various departments – at three locations: Manchester, the firm's main operating office, as well as Marlow in Buckinghamshire, and Stirling in Scotland. Under a former, mainly manual paper system, there were often delays in tracking down relevant documents and getting them to staff that required access. Documents could often be misfiled or lost.

"Because our business is all about service, we wanted a system that was rugged enough to handle a very demanding application, reliable, easy to use and fitted in with our existing applications without too much tailoring," says Lex Service Delivery Manager Debbie Morgan.

"Infonic's Document Manager System met all these requirements and also offered the ability to provide Web access via our own network to users – currently over 40 but expected soon to double, with several users per machine. The implementation was trouble-free and the system didn't require customisation – we used it pretty much out of the box".

CASE STUDY - Document Manager - Lex Vehicle



“The result is a significant improvement in efficiency and staff productivity,” says Morgan, “most importantly a better service to customers and suppliers”.

Benefits of Document Manager

- Reduction in loss of documents.
- Automation of business critical information.
- Improved access to documents.
- Improved staff efficiency and productivity.
- Central management and storage of documents.
- Secure access of documents to authorised users.

The Document Manager Solution

Document Manager ensures Lex has a streamlined business process that provides rapid, reliable and secure access to all documents, enabling their staff to respond more quickly and professionally to queries from customers and suppliers, and provide a better service. And because the original documents - once scanned - are stored securely, the system helps Lex better meet its regulatory obligations.

The system allows staff at three locations to access information and documents without causing any delay or misplacing information.

Document Manager provides a service that means queries can be dealt with efficiently and quickly.

Document Manager saves space within the office environment, reducing the paper mountains that occur due to the length of time documents need to be kept.

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