

EzeScan works with partner ITEC to deliver a Digital Mailroom for Stanton Fisher



“The ITEC team are open and inclusive, and they are prepared to think outside the box.

The change to the new scanning system went without a hitch and has been very well received internally”

Helena Lee
Group Project Manager
Stanton Fisher

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Background

EzeScan partners ITEC worked with Stanton Fisher to put in place a modern and efficient way of handling high volumes of complex incoming post.

ITEC rebrand the EzeScan solution to create their own product identity, iScan, which has improved the speed and efficiency of processing consumer claims, boosted the quality and timeliness and delivered competitive advantage to Stanton Fisher.

Also the core of the system is M-Files, an enterprise content management system that helps Stanton Fisher find, share and secure documents and information relating to claims.

The Customer

Stanton Fisher is a leading financial and travel claims specialist that helps consumers recover the financial compensation they are entitled to in areas such as PPI, Packaged Bank Accounts and flight delays. Stanton Fisher’s knowledge and experience means consumers are helped to seek the recompense they deserve.

With more than 100 staff, the Stanton Fishers group of companies has offices in Manchester, Malaga and Panama.

The Challenge

In the claims sector, what makes Stanton Fisher stand out is its ethical commitment. This is a company driven by the values of quality of service, innovation and integrity. The company has criteria in place to define which claims it will accept, while the Legal and Compliance team is headed up by a solicitor.

In terms of culture, this is a forward-thinking and fast-moving company. The steps from decision to action and implementation are swift. It's also a business that has a practical challenge in the form of large volumes of post – 700 to 800 items on a typical day. This is a mixture of claims packs from customers, general correspondence relating to claims and compensation offers from the banks.

In 2014 Stanton Fisher took the decision to outsource its postal management to a BPO (Business Process Outsourcing) provider. The plan was to improve the efficiency of handling the inbound post while driving down costs.

This strategy did not prove as successful as planned. The cost reductions were not as substantial as expected, and outsourcing led to a loss of control that made the company uncomfortable. It proved difficult, for example, to integrate incoming data with the CRM applications that the company had developed itself.

The remote location of the BPO provider also turned out to be an unexpected issue when regular issues with Royal Mail made it difficult to pinpoint and resolve problems speedily.

The Solution

Working with ITEC, Stanton Fisher took the decision to change course and establish an internal Digital Mailroom. The goal was to accelerate the scanning process so that high volumes of data could be quickly imported into the CRM. At the same time, Stanton Fisher wanted to improve the flow of management information so that the company was 100% in control. This is the process that ITEC has established using iScan Connect and M-Files as the core technologies, together with Kodak high volume scanners.

The new system developed by ITEC went live at the end of 2016. Incoming post is sorted into the relevant queues and batched for scanning. OCR scanning automatically detects the claim number anywhere on the document and validates that with the in-house database, applying additional metadata. The documents are output to M-Files – which means they can be instantly read on any device using any of the metadata or keyword searches. The documents are then routed to the appropriate teams and tracked right through to completion utilising M-Files Workflow.

The importance of M-Files is central to the success of the new system. Critically, it makes it possible for the Stanton Fisher teams to view scanned documents across different systems. M-Files essentially delivers one view of data, irrespective of exactly where the data is stored. Phase two of the project – which is now underway – will fine-tune the reporting from M-Files to enhance still further the quality of management information.

There are important benefits for Stanton Fisher from the ITEC solution. Firstly, it is now easier to identify and action priority post. Secondly, exception handling is easier and as the solution takes care of automatically identifying and validating the data on the documents – less time and resource is required for scanning incoming post.

A third area of improvement is around efficiency. Processing is actually a complicated process with parts that cannot be fully automated – for example, banks still insist on a signed letter of authority from claimants with a wet signature. But by speeding the sorting and scanning into M-Files, Stanton Fisher has been able to achieve a more responsive service when processing claims.