

Mondial Assistance Group

Mondial Assistance Group



Industry Case Study

With annual revenues in excess of 900 million euros and one customer intervention every three seconds across 180 countries, Mondial Assistance is one of the world's leading assistance organisations.

Software

EMC Captiva solution for Invoices, software for processing supplier invoices and associated documents, extraction of information and export of data to financial systems.

Documents processed

Supplier Invoices

Volume

700,000 invoices per annum

Configuration

- 1 PIII server
- 2 Kodak scanners
- 2 client workstations connected to the scanner for documents scanning
- 8 client workstations for validation of automatic recognition
- Ethernet Network

The Challenge

There are three companies within the Mondial Assistance Group, each having their own accounting department: Mondial Assistance, France Secours and Elvia. Together, these three entities receive more than 700,000 supplier invoices each year. "We decided to automate the processing of the supplier invoices to the maximum in order not to be overwhelmed by the size of the task" explains Mr Jacques Rousseau, President of Common Services at Mondial Assistance, which includes the three accounting departments of the enterprise.

The expected benefit was to make significant productivity gains. Thanks to EMC Captiva solution for Invoices software, Mondial Assistance has been able to reduce the time devoted to the capture of invoice data. But another reason for adopting the Automatic Document Recognition and Reading (ADR) system is to improve the traceability of documents during the process.

The Solution

By scanning invoices as they are received, Mondial Assistance has reduced the time it takes to supply documents to the relevant department and improved the circulation of information in the enterprise.

By replacing manual keying with automatic data extraction, Mondial Assistance has accelerated the invoices processing task considerably. Accounting services staff can now focus on tasks that add more value for the enterprise.

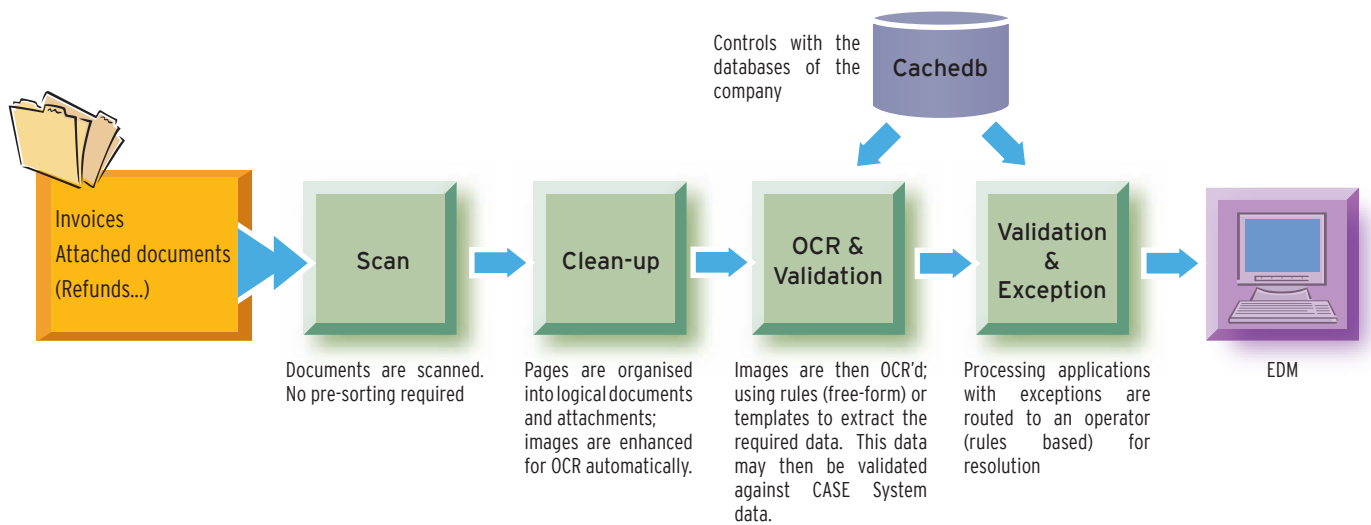
Additionally, EMC Captiva solution for Invoices reduces the errors associated with manual data capture and guarantees high quality of information thanks to use of exceptionally robust technologies. The EMC Captiva solution for Invoices administration tools ensure that invoices can be monitored throughout the process. At the end of the process, the data extracted by EMC Captiva solution for Invoices is exported in XML format to the finance systems and various databases in the enterprise.

The Benefits

- Automatic learning of document types at speeds of more than 30,000 documents per hour
- Scanning of more than 5,000 invoices per hour
- Extraction of information from more than 3,000 invoices per hour
- Validation time of less than 1 second per document
- Recognition rates greater than 99% for typed characters and 98% for handwritten characters



Documents Process



"The productivity gains which have been achieved are an undeniable factor in improving competitiveness"

*Mr Jacques ROUSSEAU,
President of Common Services at
Mondial Assistance Group*

Interview of Mr Jacques Rousseau, President of Common Services at Mondial Assistance Group

Why did you decide to automate the processing of supplier invoices?

Our organisation receives more than 700,000 invoices every year from suppliers. Replacing manual capture with automatic data extraction is an area where we can make important productivity gains. Thanks to the competitive price of the EMC Captiva solution for Invoices product, we will reach our return on investment within a few months.

What were the reasons you chose EMC Captiva solution for Invoices software from EMC Captiva?

After studying the various possibilities, it appeared obvious to us that the EMC Captiva solution for Invoices software from EMC Captiva was the solution best suited to our needs. The significant size of the project (700,000 invoices per annum) coupled with the diversity of the documents, was an opportunity for EMC Captiva to show its technological superiority over its competitors. The quality of the product at a technical level and the competency of the team were determining factors in our choice.

What conclusions have you drawn from automating your document processing?

With the integration of EMC Captiva solution for Invoices into the information systems of Mondial Assistance, the data extracted from the invoices is automatically transferred to the enterprise finance software. The productivity gains which have been achieved are an undeniable factor in improving competitiveness at Mondial Assistance. All this information makes it possible to regularly enrich our databases and improve of our client relationships.

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