

Volksbank Romania to digitally manage 8.5 million document pages with Xerox DocuShare



By definition, the value of financial and bank documents is instantly measurable, thus managing them safely and efficiently is critical. Account opening applications, cards applications, payment orders or account statements, all contain important information, which needs to be processed and stored in a secured IT system. It's a cost-intensive, time-consuming process, so the automated processing of all structured documents is not only a solution to optimize costs, but also allows for the redeployment of the personnel towards other more important operations and also reduces the human error.

The Initial situation

At Volksbank, the need for digital document management came at a time when the loan contracts signed by the bank added up to 8.5 million pages. More than just an internal procedure, the processing and digitizing of the huge document archive and turning it into a easy to use online database aimed also at improving the client relationship management, as the bank intended to significantly decrease its time to process towards its clients.

Iron Mountain solution and Xerox DocuShare

The scanning, archiving and document management solution was implemented at Volksbank Romania by Iron Mountain, the bank managing to digitally access information with the help of Xerox DocuShare. The entire scanning and archiving process conducted by Iron Mountain lasted less than six months, under very strict conditions, with 99.8% accuracy of all processed information. "Gaining a very accurate control over printing costs, increasing productivity, achieving a better document flow internally, and securely processing the data are just some of the reasons why

Volksbank chose to implement the Xerox DocuShare solution", said Radu Dinescu, Communications & Business Process Outsourcing Consultant, Xerox Romania and Republic of Moldova. "Xerox DocuShare helps Volksbank employees instantly access all archived information, saving one of the most important resources for any company - time.", explained Dinescu.

Xerox DocuShare is a Web-based scanning and management platform that enables all companies to implement a performing content management solution, for a better document control, optimal cooperation and personal productivity.

Implementation of Xerox DocuShare at Volksbank Romania was useful, both for the initial stage of processing and approval of clients' loan applications, and during the monitoring phase. Having a secured digital archive containing all this information was very helpful in both cases, because of the increased flexibility and shorter response time.

The results

“From our point of view, the entire project had specific objectives, meaning a better control over document management costs, once archived, an increase in work efficiency and, of course, productivity, along with the obvious objectives regarding the secure & accurate transfer of the physical documents into digital information”, said Alexandra Frunză, Head of Communication, Volksbank Romania.

“With the help of Xerox DocuShare, our employees can instantly access any document or file and the changes made to the documents are easier to follow, while application processing is much faster and convenient”.

Xerox DocuShare accommodates all types of files, from scanned documents to electronic documents and e-mails, allowing for quick indexation and ensuring fast and convenient search and retrieval.

The effective content management is doubled by an optimal support for cooperation (both in terms of database access points, and in terms of notifications & alerts or the automatic forward for approval of the content).

“For us it is very important that the integrated archiving solution is tailor made for the customer, and is able to offer increased flexibility in the internal management of the digital documents, this is why we chose to work with Xerox Romania for this project”, said Cristian Bilan, Country Manager Iron Mountain Romania & Serbia.

Implementing a document management solution requires a high level of security and accuracy in data processing, especially when the company is a bank such as Volksbank. All I can say is that the design of the archiving process, together with our expertise and the Xerox DocuShare solution make a very good team”, ended Cristian Bilan.

About Xerox

Xerox Romania and Republic of Moldova is the subsidiary of Xerox Corporation, the leading global enterprise for business processes and document management.

The company has been present in Romania for over 40 years and provides complete document management services which help customers improve document business processes, reduce costs and better manage risks.

Xerox Romania and Republic of Moldova has partnerships with 5 authorized distributors, 24 concessionaires and over 200 authorized resellers which provide hardware printing solutions and cater to both corporations and individuals.

For more information, please visit: www.xerox.ro and our Facebook page: www.facebook.com/XeroxRomania

About Volksbank

Volksbank Romania is a commercial bank operating on the Romanian market since May 2000.



The main shareholder of the bank is Volksbank International AG, majority owned by Österreichische Volksbanken-AG, the bank is the central institution of one of the largest banking groups in Austria.

About Iron Mountain

Data protection and the availability of the information is one of the biggest challenges in the daily operation for any organization.



Founded in 1951, Iron Mountain has been the trusted partner for over 120 000 customers in 39 countries on five continents, having 60 years of experience,

investing in people, processes and technology.

Iron Mountain offers comprehensive services to reduce the costs and security risks associated with information protection and storage by:

- Records management
- Sorting, inventorying and document storage
- Backup and Recovery - Disaster Recovery
- Confidential document destruction

In Romania from 2004, Iron Mountain is the market leader, serving more than 500 major companies, from all economic sectors.

For more information, please visit www.ironmountain.ro

