



Efficient Credit Communication Boosts Customer Payments

40%
reduction of active files

24 hour
process time

62.5%
increase in delivery
confirmation of
default letters

13%
decline in
fiduciary errors

Metrofile Advances Paperless Conversion: Supporting Business Intelligence, Quicker Market Access, Improved Client Satisfaction, and Effective Collateral Management

In an era subject to an **ever-increasing volume of physical records** and growing pressure to navigate complex regulatory requirements, top-tier **Financial Service Institutions** are finding it increasingly challenging to manage their data efficiently and effectively.

The Challenge

- A significant number of physical records, leading to **high management costs**.
- Inefficiencies in process control, accuracy, and collation.
- A high level of **duplication** across multiple departments.
- Vulnerability to fraudulent activity resulting from a convoluted paper-based information system.
- **Escalating costs** due to involvement with multiple internal and external service providers.

Our Solution

With the objectives of cost efficiency, risk mitigation, and process optimisation, we implemented our **integrated electronic filing system**, incorporating:

- Advanced tracking capabilities, eliminating instances of lost or misplaced documents.
- A single electronic platform access for all document-related communications.
- Complete management of the document control process, from generation to destruction.

The Results

Transformational benefits that enhanced data management processes and procedural efficiencies:

- Significant cost savings
- Accurate customer intelligence
- Paperless environment
- Risk mitigation
- Immediate document processing
- Space optimisation
- Reduced redundant files
- Consolidation
- Improved document retrieval from multiple indexing
- Increased customer payments
- Decline in errors

This Financial Services Institution, now enjoys a **leaner, more efficient, secure, and regulatory compliant** approach to data management.

Tailored customised solutions: Comprehensive and expert management of physical and digital documents for seamless access and compliance.

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