



DAK able to manage rapid growth in number of proposals thanks to Hyarchis.Net

DAK, a cooperative organization serving independent insurance offices in the Netherlands, uses Hyarchis.Net for the digital storage and processing of documents for mortgage proposals. DAK acts as an intermediary between professional insurance offices and the insurance companies, allowing its member insurance advisors to avoid having to establish direct agency agreements with them. Currently more than 1,200 insurance offices are DAK clients, and together they have contracts with around 100 insurance companies.

Tim Schoonbergen (39) is DAK's Operations Director. Following his studies in Economics and having held various financial management positions in national organizations, Schoonbergen has been responsible for DAK's financial and mortgage operations for more than three years.

Strong growth in mortgage proposals

In 2002 DAK began managing mortgage proposals on behalf of their member offices. Schoonbergen: "This led to the number of staff in our mortgage department increasing from four to sixteen, a doubling of turnover, and a substantial growth in the number of proposal files," explains Schoonbergen. "Research undertaken by a magazine in 2003 revealed that looking up details in these files was a very time consuming process, and that it had therefore become relatively expensive. At the same time, the prompt service that clients had come to expect was becoming increasingly difficult to maintain."

Increased efficiency

It was beyond dispute that digitizing of the documents would be necessary to work more efficiently. "We first met VDD IQware, a company that had developed Hyarchis.Net, a document and workflow system based on Microsoft.net, at a trade fair," Schoonbergen continues. "Some major organizations in the market appeared to be already working successfully with Hyarchis.Net. That was reason enough for us to be keen on implementing Hyarchis.Net ourselves. In addition to being able to retrieve information from our files more quickly and easier with Hyarchis.Net, we had another important objective in mind. We wanted to be able to provide digital information to finance providers in the future instead of paper files. This would reduce the processing time by at least another day, as we would be able to send the information by e-mail rather than having to use physical post."

Continuous evaluation

The implementation of Hyarchis.Net began in December 2005. “Unfortunately the implementation took place in an unexpectedly extremely busy period, which meant it took longer than we had hoped.

Nevertheless, we were able to work well with it by April 2006, and we then continuously evaluated the way we were working with the system to enable any necessary improvements. Since June we have been scanning in color instead of black and white, for example, which we found made it easier for us to check the authenticity of signatures.”

Satisfied clients

“Working with the new system also involved organizational changes,” adds Schoonbergen. “Employees had to get adjusted to the new way of working. Practical problems soon arose, such as a shortage of scanning capacity, although they were solved just as quickly. Scanning all the paper files takes extra time, but this is more than offset by the time that is saved in the access to and retrieval of information from the files. Moreover, the faster service we’ve been able to provide them means that our clients are more satisfied.”

Time saved improves service delivery

Schoonbergen: “The biggest benefit from working with Hyarchis.Net is the faster access to and retrieval of information. Clients don’t have to wait so long, and the need to call back also happens less often. These are all things that save time. Identifying waiting lines is also much easier and quicker, enabling us to deal with them just as easily and quickly. Telephone calls are shorter now, and the clients experience our service delivery as being more professional. Pressing a button a couple of times makes all the details available within a few seconds. And the savings on paper are really significant.”

Soon pays for itself

Quickly pays for itself At the end of 2006 DAK linked the software to new front office systems, which allowed the business processes to be better connected with each other. Schoonbergen expects further growth in the success formula of mortgage proposals. “By the end of 2007 I expect to have twenty employees in the mortgage department,” he says. “Hyarchis.Net will ensure that this growth will be supported effectively. From the efficiency improvements we’ve been achieving, I expect that we will have recovered the cost of investing in Hyarchis.Net within two years. That’s relatively quick for a substantial investment of this kind.” Daarnaast denkt

Schoonbergen is also thinking about new possibilities for the future, such as allowing DAK clients themselves to view their files online.

Client quote:

“In view of the relatively fast return on investment and strong efficiency improvements, together with and the enhanced professionalism and service delivery it has provided for DAK, VDD IQware have fulfilled our expectations with Hyarchis.Net .”

Tim Schoonbergen, Operations Director, DAK

**Requirements**

- Saving time on accessing information from files
- A better overview of mortgage proposal flows

Benefits

- Substantial improvements in service delivery
- Time savings
- Better overview
- Space and paper savings
- More efficiency
- Soon pays for itself

Product

- Hyarchis.Net

Links

- www.dak.nl



About VDD IQware

VDD IQware has been developing and marketing software for the digital storage and processing of documents since 1990 that enable organizations to improve their quality and productivity. Hyarchis.Net is the Enterprise Content Management system that VDD IQware has developed on the basis of Microsoft.Net. It offers an extensive range of functionalities, together with great scalability and robustness. The implementation of Hyarchis.Net as a business-critical application in knowledge-intensive organizations results in significant added value and a remarkably short cost recovery time.

Source: <http://www.microsoft.com/netherlands/referenties/dak.aspx>