



Documation is a leading provider of document-centric workflow and content management software, delivering services and solutions to businesses and organisations in the UK, Europe and around the world.

As a company we have over 20 years' experience of supplying our solutions across markets and industries.

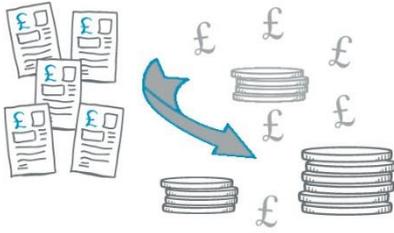
DOCUMATION'S Credit Control Solution

Slow invoice payment and disputes cost money and time and can cause issues with cashflow.

Documation's Credit Control solution works with your finance system and helps your Credit Control team to gain faster debt payment, reduced administration time and greater visibility of debtor status.

The solution incorporates automated debt chasing and escalation, call diarising and 'payment promise' monitoring, dispute management, compliance and increased visibility, in a paperless environment.





Credit Control

The problem

Many organisations suffer due to slow invoice payments, often delayed by unresolved disputes, or missed 'payment promises' and slow access to invoice copies or supporting documents such as PODs.

The Solution

Documation's Credit Control solution, built on our Enable document and workflow platform, provides you with much greater control, saving admin time and improving cashflow. Key features of the solution include:

- Pro-active, automated reminders
- Automatic escalation to the Credit Control team
- Comprehensive communication log
- Chase calls diarised and highlighted
- 'Promise' dates automatically monitored
- Dispute management
- Compliance and Audit
- Paperless process, paperless storage
- Self-service customer and auditor portals
- Team environment

Key Benefits

- Faster payments
- Shorter dispute times
- Reduced admin time
- Consistent communications
- Visibility of debt position

Credit Control – Key Features

Pro-active Automated Reminders

Reminders are issued at preset intervals automatically, no intervention by the Credit Control team is required. Reminder content and format are created and amended to suit business needs.

Automatic Escalation to the Credit Control Team

Invoices remaining unpaid are automatically escalated and highlighted to the Credit Control team for intervention. The team have the information they need at their fingertips including the original invoice, associated documents, chasing history and conversation notes. Letters can be raised from authorised templates and personalised if required.

Diarised Chasing Calls

The team can diarise chasing calls in the system. These are highlighted automatically when the call is due and the resulting conversations can be recorded in the log.

Promise Date Monitoring

Customer promised payment dates are monitored by the system. If payment is not received on schedule, the Credit Control team is alerted by the system.

Dispute Management

Disputes can be recorded and placed in a workflow for action – for example, escalated to a senior team member, credit note to be raised, account manager to resolve, etc.

Compliance and Audit

The system provides a comprehensive record of calls, conversations and emails along with the original invoices and associated documents. Auditors can be provided with access to the system to retrieve and view documents, saving admin time during the audit. Documents are automatically deleted according to compliance needs – for example, after seven years.

Paperless process, paperless storage

The process can be entirely paperless. Invoices are captured in electronic form direct from the finance system and all communications are in electronic email form.

Self-Service Customer and Auditor Portals

The solution can be extended to provide customer and auditor portals to allow self-service retrieval of documents.

Team Environment

The Documation Credit Control solution benefits from the features of the Enable platform, which include the ability to:

- Assign work to teams, sub-teams (for example, product or supplier specialists) or individuals
- Automatically re-assign work when a team member is absent
- Restrict access to certain individual documents or customer files.

Outgoing Documents

Documation's Credit Control solution can be used with our Outgoing Documents solution which captures outgoing invoices, statements, etc., direct from your finance system, styled with document layout and branding (for example, logos) applied according to company/business unit, and eliminating print and postage costs by delivering documents via email.

Documation's software platform, Enable

Documation's Customer Services solution is built on Documation's software platform Enable. Powerful, modular software, Enable provides the components to build a sophisticated, flexible document management and workflow solution to automate any document-centred process. Core components are:

Capture

Enable captures documents electronically, safely and securely, and regardless of format. OCR (optical character recognition) extracts essential data for onward processing.

eForms

A simple, cost-effective way to capture data, eForms can be as one-dimensional or complex as the information required, with validated data instantly available to kick-start processing.

Workflow

Once documents are captured workflow is the powerful, flexible tool which routes documents through the business. Automating manual processing frees staff to focus on strategic tasks, and workflow has the flexibility to adapt as business changes. Intuitive, browser based software allows workers to share work and collaborate on processing from within any location, with all the information and documents required for a task available without need to access multiple systems. Business rules are built in to ensure compliance with controls and authorisation rules, and monitor and escalation features are designed to ensure that deadlines and KPI targets are met.

Search

With Enable you have online access to your data 24/7, from anywhere in the business, and powerful security features enable authorisation access to be controlled in line with business practice.

Store

Enable securely stores and manages all documents regardless of format, enabling compliance with standards such as BIP 0008, and providing comprehensive audit trails and histories.

Business intelligence

Enable's analysis tools help identify problem areas, trends in volumes and process bottlenecks, with BI's Dashboard the window on to what's happening *now*.

Delivery

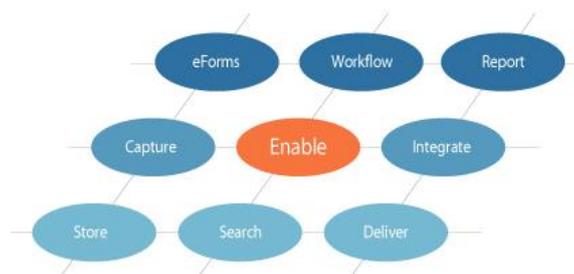
Delivery creates and delivers outgoing documents, through from constructing the communication to retrieving recipient details and sending via the most appropriate route – email, fax, letter, etc.

Integration

Enable is designed to integrate seamlessly with any line of business system, ERP, HR and CRM application, with information posted automatically from Enable and documents retrievable from either environment.

“Documation worked closely with us through a major change in strategy that resulted in the IT infrastructure being relocated to Germany and the subsequent European rollout. This has been a very successful project, mainly down to the strong communication between the two companies which has really strengthened our partnership.”

TRW Automotive

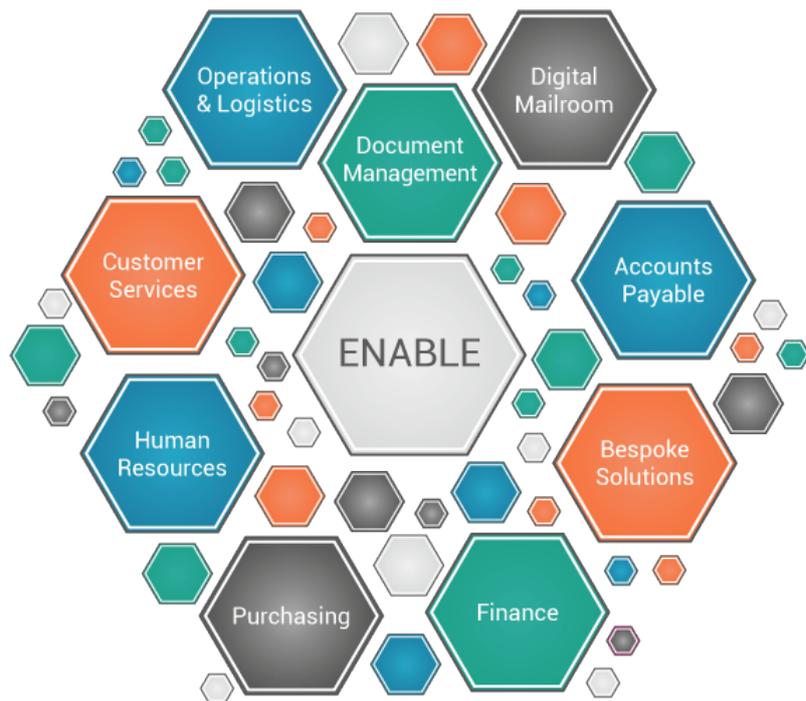


Documation's departmental solutions

Standard solution templates, tailored to business need

Documation has a portfolio of standard solution templates for common business processes.

This means customers benefit from a lower cost and fast implementation times, while solutions retain the flexibility to tailor key aspects to specific business requirements.



Bespoke solutions

In addition to the standard solutions, Documation implements solutions unique to an individual client's need.

Bespoke solutions we have implemented include:

- ID document checking for a mobile phone retailer
- Automated contract document checking for a vehicle leasing company
- Claim case processing for a medical claims company
- Project and design document workflow for a shipbuilder
- Customer correspondence processing for a debt management company
- Outpatient management referral system for a major NHS Trust
- Traffic accident document workflow for a police force

“Documation has demonstrated to us that they are committed to customer satisfaction. We all want the best value for money we can get.

Documation's commitment to customer support resulted in a system delivered and implemented on time and within budget.”

Durham County Council

Business solutions for all industries and markets

Documation supplies document management software solutions across industries and markets – from retail to healthcare and educational establishments, banking and finance to leisure sector, publishers and public sector organisations.

Finding the solution that's best for you

Developing a partnership with our customers lies at the heart of the way we work.

We prioritise the time to understand a client's business drivers and requirements, and clients have the confidence in knowing that they are investing in 20 years' experience of delivering innovative and proven, compliant solutions, building on best practice.

An account manager will discuss your requirements in detail and a consultant outline the solution. Rapid prototyping means you see the proposed solution early in the process to ensure it fits with your vision.

With the design finalised, Documation tests the solution, delivers the software and provides comprehensive training to help you transition your business processes smoothly and efficiently.

Return on investment (ROI)

A Documation account manager can work with you on a cost justification exercise to make sure that implementing a solution will deliver a return on investment – identifying the cost of existing processing, reviewing alternative processes based on your ideas and our experience, and evaluating relative costs and feasibility.

Flexible deployment – in the cloud or on-premise

Documation solutions can be deployed in the cloud or on-premise, giving you the flexibility to meet strategic objectives.

- In the cloud: rapid deployment, no hardware to purchase or manage, access on-line from anywhere – with cloud deployment, Documation manages the servers and the software, and you access your Documation solution through a secure on-line website.
- On-premise: Documation installs the solution onto servers supplied by the customer, and Documation's Helpdesk team provides support for the software, while the customer supports the infrastructure.



"I was pleased with the functionality demonstrated, and delighted that so many of our requirements could be met.

A truly flexible system ...
and people!"

Carnival Corporate Shipbuilding

No matter where you are in your project planning, we'll be happy to discuss your requirements

Call us for an informal chat on +44 (0) 23 8064 7776, or you can request a demonstration or an initial consultation either via our website, www.documation.co.uk, or email enquiries@documation.co.uk.