Digital Mailroom Case Study

The Customer

Bristol based ALD Automotive LTD is part of the ALD Automotive group, operating across 40 countries and is an international leader in vehicle leasing. Managing well over a million vehicles, the group is the second largest vehicle leasing company in Europe and third largest worldwide.

- **Location:** Bristol based, worldwide trading
- **Sector**: Automotive leasing
- **Document Volume**: 30,000 per annum

The Requirement

In 1999 ALD Automotive UK implemented Documation's Document Management solution to file and retrieve vehicle documents. Since 1999 more than 1,500,000 documents (comprising more than 80 different document types) have been processed through this solution.

The new requirement was to automate the vehicle pay out process dealing with 30,000+ packs of varying numbers of individual documents each year, with the solution to integrate with ALD's Dealer Services Interface (DSi).

ALD's Digital Mailroom

Dealers and brokers create quotations using the Dealer Services Interface. Once a quotation is accepted and the customer underwritten, contract schedule and hire agreement documents are prepared and printed.

Document capture
Dealers scan the document pack pages along with supporting documentation to be uploaded via DSi back to ALD and imported automatically into the Documation solution.

Document validation, OCR and sequencing

Digital Mailroom extracts the quotation number to obtain from DSi quotation details and the type and number of documents required for that particular deal.
Using OCR (optical character recognition) the solution analyses each page to ensure that the document belongs to the pack and is relevant to the quotation number.
Pages are indexed according to type, and a check made to confirm that all required documentation has been included, with dealers/brokers automatically notified of omissions via email. Processing is put on hold for any packs with missing documents.
Automatic re-sequencing ensures that associated documents are placed together and that types of document are ordered according to importance and priority, with a user interface provided to enable evaluators to re-sequence documents and/or reclassify document types should they wish.
The solution interfaces with the ALD dealer system for information as required and updates DSi with the deal status each time an action is completed.

For more information about any of the solutions provided by Documation, please get in touch

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Pack routing

Validated packs are forwarded to the relevant ALD team to process.

Digital signature

Pages requiring signature on deal execution are identified by the solution. Each team member has a digital signature stored within Digital Mailroom and on deal execution this signature is stamped in the relevant places.