



Mobile Solutions



Enterprising solutions that keep business moving

Capture on the move

There's no getting away from it. Workers are becoming more mobile and their communications requirements are more demanding than ever before. Organisations of all types, shapes and sizes are now striving to provide effective, secure and cost efficient solutions to make their mobile workforces more productive.

As customer expectations in many sectors such as financial services and property have risen, businesses have sought to improve their processes to improve customer experience and increase profitability. The mobile working culture has fast become the norm rather than the exception as companies look to improve their existing processes in order to enhance service levels, reduce costs, aid compliance and increase sales revenue generation.

Mobile capture: a 'must have' commodity

Across the world businesses are exploiting mobile solutions to address specific business needs. Gaining instant access to corporate systems and capturing customer information quickly and accurately is becoming a 'must have' business need for mobile workers to maximise their efficiency and reduce administration and paper work.

BancTec's mobile solutions use capture devices, such as Personal Data Assistants (PDAs), Smartphones and tablet PC's together with electronic templates to record details of customer applications, surveys or inspections. Captured data is instantly encrypted and securely downloaded, via a wireless connection, to a central server for real-time processing and data verification. The mobile worker is immediately notified of any discrepancies or issues relating to the matter they are currently dealing with and then notified of the next job or required action.

Why mobilise your workforce?

1. Deliver effective management of your mobile workforce.
2. Provide remote access to corporate systems and a secure environment for capturing customer details.
3. Aid compliance, ensure data quality, provide audit trails and management reports.
4. Reduce administration costs, paperwork and data processing time.
5. Improve the customer experience and speed up the delivery of services.
6. Increase revenue through new opportunities to sell additional services.

Outsourcing shines through

With BancTec Mobile Solutions, organisations do not have to make any long term investment in technology or integration. Customers can rent the required number of mobile devices and pay on a variable basis for the duration of the campaign only. Remote users benefit from the advanced processing and validation systems already in place at BancTec's Managed Services operation, thereby minimising set-up costs and reducing time to market. We employ best practices, developed over a number of years and many project implementations, to ensure success. Support costs can't spiral out of control and IT managers avoid the risk that the technology they purchase will be out of date or in constant need of bandwidth upgrades in the future.

Many organisations have already turned to BancTec Managed Services to provide mobile data capture solutions, particularly when targeted campaign support is required. Our state-of-the-art, secure processing centre already processes applications and financial documents for some of the UK's largest service providers. By providing mobile capture as a managed service, BancTec has increased its accessibility and raised the stakes in the mobile industry as a whole.



Reasons to outsource mobile capture

1. **One stop shop.** All mobile capture technology and knowledge is available from one source, eliminating the need to manage multiple suppliers.
2. **No capital outlay.** Transaction-based pricing is effective and affordable.
3. **Economies of scale.** The best possible network tariffs are secured based on the combined usage by many customers.
4. **Reduced time to market.** Campaigns launched with minimal set-up and staff training; no need to understand and evaluate the myriad of different hardware, software and tariff options available.
5. **Scalability and flexibility.** Campaign type and size can be changed at short notice; multiple forms can be stored on each mobile device.
6. **Minimise exposure to technology changes.** No need to over-buy now or constantly upgrade a purchased solution.



Mobile data capture solutions can help turn almost any venue or situation, such as shopping centres or motorway service stations, into a sales opportunity. Sales reps using hand-held devices can instantly capture, process and approve credit card and loan applications remotely, as well as easily offer a wide range of additional relevant services.

BancTec Mobile Solutions

BancTec Mobile Solutions incorporates a broad range of wireless mobile applications for handling remote data collection across many market sectors. We help organisations to mobilise their workforces by ensuring the application meets their exact requirements from the outset. We also offer comprehensive training and support packages, to ensure the solution delivers maximum benefit. BancTec's mobile applications include:

Sector	Application	Business Outcome
Insurance	Risk Assessment	Improved quality and content of information
Insurance	Loss Adjusting	Faster claims settlement and reduced leakage
Financial Services	Account Opening	Faster approval process for new customers
Housing Associations	Certification	Reduced admin for house gas certification

Insurance

Within the Insurance sector BancTec has developed two applications to assist insurers to deal effectively with risk assessors and loss adjusters. Both solutions allow these specialist workers to gain instant access to centralised information whilst allowing them to quickly capture accurate information when operating in the field. Information can be captured in the form of text, quality photos or in-depth descriptions via audio files which can be immediately transmitted to the underwriter or claims department within a secure and auditable environment.

Risk assessors can perform an increased number of surveys each day and loss adjusters can close each claim much quicker, therefore minimising 'leakage' and improving the customer experience. Administration work is reduced keeping these specialists out in the field for longer, mailing and back office costs are reduced and the quality of data is kept consistently high.

Banking and Finance

Providers of credit cards, loans and other financial services are focused on creating additional opportunities to sell services.

However, most financial services organisations only require mobile capture facilities for the duration of a specific promotional campaign, and the cost of ownership is hindering uptake. Many are turning to BancTec Mobile Solutions to provide support during targeted campaigns. Clients rent the hand-held mobile platform used to capture prospect information, and pay on a variable basis.

Property

Housing Associations need to be able to manage their property assets efficiently and ensure that all tenants are being properly cared for. BancTec Mobile Solutions enables Associations to achieve this through:

- Completion of gas and electrical safety inspections – with on-site production of certificates for all tenants.
- Provision of survey reports on recent 'void' premises – sending details (including photographs) of the condition of each property.
- Building contractor management – issuing jobs to contractors, scheduling all work and monitoring outstanding work, as well as monitoring performance by each contractor.
- Repair works - when any repair work is undertaken an inspection report can be generated immediately after the work has been completed.

Total control of your mobile resources

One essential requirement of any mobile capture solution is the ability to control and manage your mobile resources. BancTec's Control Centre does just that. Detailed minute-by-minute management information is generated, enabling real-time decision making. For example, if a credit card supplier has mobile sales staff soliciting applications at a number of locations, the Control Centre monitors the activity level of each user and can re-direct staff to venues experiencing high traffic. The Control Centre also monitors user productivity rates, performance targets and performs device management and software download requirements from a centralised location.

About us

BancTec is one of the largest document and data capture and business process management vendors in the world. Our 30 years' experience of the processes and technology for document handling and data capture includes:

- Processing 500,000 application forms per day for a major loyalty company.
- End to end processing of 5,000,000 items of correspondence for two major credit card companies.
- Provision of a centralised mailroom for a major UK retail bank and share registrar.
- Processing all pharmaceutical prescriptions in England, Wales and Scotland.
- Processing 90% of all cheques cleared in Ireland.
- Processing of 150,000 airline tickets a year.

By improving organisations' business processes and document management we help them to:

- Gain a commercial advantage through faster processing of surveys, claims and applications.
- Improve data quality and integrity.
- Improve customer service.
- Reduce productivity lost through mis-filing or lost items.
- Recover faster from disaster.
- Meet compliance standards.

The next step

Financial Services and Property are just two of the sectors supported by BancTec Mobile Solutions. If you would like to find out about other mobile applications or if you would prefer a BancTec representative to call and discuss your requirements, please contact us on **01753 778750**, or email us at: **ukmarketing@banctec.co.uk**.



BancTec Limited,

Jarman House,
Mathisen Way,
Poyle Road, Colnbrook,
Slough SL3 0HF

Tel 01753 778888

Fax 01753 778707

Web www.banctec.co.uk

Email ukmarketing@banctec.co.uk