

## Vereniging Eigen Huis saves **20%** on their document environment



Moving towards a digital office and creating efficient work processes bears fruit.



Photography: Peter Beemsterboer - Studio Imago, Amersfoort

### The Challenge

To make the document environment more efficient and reduce the use of paper documents.

### The Solution

Implementation of 10 powerful multifunctional systems, including three color systems, plus ScanFlowStore software for advanced scan functionality.

### The Results

More flexible work processes and cost savings of about 20% on the total document environment.



**Customer Case Study**

## Multiple challenges

Shortly after the start of the new millennium, VEH launched a program to switch from an analog, or paper-centric workflow, to a digital document environment. "Working in stages, we exchanged our copiers for multifunctional systems and started to banish those desktop printers which, by then, had turned up on virtually every desk," says Lieuwe Buis, Manager of ICT and Facilities at VEH. "We wanted to get rid of the desktops quickly because they are incredibly expensive to use. We drew up a program together with Xerox, to make sure the switch to the departmental multifunction systems would run as smoothly as possible."

A second challenge was to reduce management costs while, at the same time, ensuring the continuity of the document environment. Lieuwe Buis: "An organization like ours needs to think very carefully about its work processes so as to ensure that our money is spent in the best possible way. That does not necessarily mean that you always have to look for the cheapest solution, but you do have to choose a structure that offers maximum continuity. Naturally, this also includes quality and affordability. For example, if you can save on the 'management' factor, you are doing well and you create scope for quality improvements."

The third challenge being tackled concerns the digitizing of incoming mail and creating digital files. "A lot of paper circulates in our organization and we have been trying to cut back on our use of paper for some time now," says Lieuwe Buis. "There comes a time when you have too much paper which means you incur high accommodation, storage and document retrieval costs. It was time to make improvements in these areas."

## The Solutions

Replacing the analog copiers and desktop printers ran smoothly. "People do not actually want to see their desktop printers go but we were able to convince them of the benefits that the departmental multifunctional systems provided," says Lieuwe Buis. "So now, we have started down the road towards the digital office landscape; starting with scanning incoming invoices, followed by digitizing incoming mail. Ultimately, we also want to digitize our big files (legal, mortgage-related, etc.). That should deliver significant savings for a document-intensive organization like ours. Not only in terms of saving space, but also when it comes to retrieving information. We use the scanners embedded in the Xerox multifunctional systems and the ScanFlowStore program to digitize our documents. This method is simple and reliable. We also decided to use Xerox's PagePack system because of its simplicity and reliability. This provides all the usage elements of the multifunctional systems at a pre-determined price and includes consumables (for both black-and-white and color systems) and technical services. All in all, the new document environment is delivering savings of about 20%. We also have fewer problems and guaranteed continuity, particularly because Xerox honors its agreements. What more could you want?"

## The benefits at a glance

- About a 20% cost savings thanks to more efficient printing systems and shorter retrieval times
- Saves space by using ScanFlowStore to archive documents digitally and reduce filing
- High service levels at an agreed price with PagePack
- High quality levels including full color printing
- Easier management of the total document environment via CentreWare Web
- Professional support from the Xerox Document House Central and South West Netherlands and the affiliated organization, The Network Company for ICT tasks.

### Vereniging Eigen Huis

With 662,000 members, VEH is one of the biggest consumer organizations in the Netherlands. VEH is aimed at home owners and first-time buyers. The association has been looking after the interests of its members collectively, as well as individually, since 1974. VEH also offers a range of new and existing property inspection, insurance and valuation services including notary, legal and mortgage services. This constantly expanding organization currently has a staff of more than 160. And, although VEH has a well-equipped telephone helpdesk and website, it has a daily battle with the ever increasing streams of paper documents. The Xerox Document House in Amersfoort gives VEH a helping hand with this, resulting in attractive rationalizations and significant cost savings.

**Working together...  
getting results.**

**Together we can.**

### For more information

On the Xerox product range, please visit [www.xerox.nl](http://www.xerox.nl)

On Vereniging Eigen Huis, please visit [www.eigenhuis.nl](http://www.eigenhuis.nl)