An IMSCAN Case Study

Lloyds TSB autolease

The vehicle leasing division of Lloyds TSB is one of the UK's leading and most experienced fleet funding and management specialists. Lloyds TSB autolease currently own and manage almost 1 in every 200 vehicles on UK roads.

They service a wide variety of customers with vehicle fleet sizes ranging from just a few to a few thousand and operate a dedicated Public Sector Division and a Specialist Commercial Vehicle Unit, allowing them to maximise the potential of any fleet. In addition to offering funding and management services, they have led the industry through development of innovative products and services such as Whitechapel Car Ownership Schemes and the industry's first all-encompassing work-related road safety solution, Fleet Sense.

Steve Hindson, Senior Programme Manager at Lloyds TSB autolease, "The advent of congestion and bus lane cameras as well as the growing number of speed cameras meant that Lloyds TSB autolease, as the registered keeper of the vehicles, was receiving an increasing number of fines. Because many of these fines require prompt payment to avoid penalty we needed a system that could process large volumes of documents quickly and accurately."

Meeting The Challenge

Lloyds TSB autolease consulted with Imscan Systems to help develop Fleet Administration and Motoring Offences business processes with the aim of further enhancing their already exceptional customer satisfaction rating within the industry. Key objectives focused on a continually high level of customer service experience, eliminating lost documents, addressing any potential fire hazard for paper based storage, reducing manual keying errors and the overall speed of processing forms and requests.

Steve Hindson continues, "Lloyds TSB autolease spent a large amount of effort in taking information from the standard DVLA V5C forms and keying it into Connect, their Fleet Management system. The V5C form is considered the master for much vehicle data and accurate calculation of Motor Taxation and driver tax liability depends on these fields. There are many organisations which are able to issue motoring and parking offences and no two organisations use the same form, making it very difficult to capture the correct data."

For the Motoring Offences section, local police authorities, private contractors and councils throughout the UK contact Lloyds TSB autolease directly when a vehicle is involved with a traffic offence. Depending on the nature of the contract, Lloyds TSB autolease may pay the fine, contact the Fleet Manager or pass details to the issuing authority. Typical offences include speeding, parking fines, bus lane offences and increasingly, mobile phone usage. Unlike the DVLA forms, there is no standard documentation format. Originators from each organisation send different types of documentation.

The Solution

"A key requirement for the system was the automatic lifting of data from the scanned form and loading that data into the Connect Fleet Management system. We were able to work closely with IMSCAN to provide a robust solution which validates scanned data against that held within Connect, and links the scanned images directly to vehicle records. It also had to provide a better method for physically storing valuable documents," continues Hindson.

IMSCAN Helps Lloyds TSB autolease Reduce Document Processing Times By 60%

"IMSCAN has really enhanced the way we are able to treat customers."

Phil Pile
Head of Administration
Lloyds TSB autolease

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Imscan Systems carried out a thorough analysis of the key document processing functions, working closely with Lloyds TSB autolease throughout to ensure the best possible solution. Collaboration and buy-in from all levels of the project team meant that Imscan were able to move quickly to define the system specification and outline the roadmap of the IMSCAN Solution.

Essentially, the business flow could be categorized into four main areas: capture, classification, data extraction and workflow. For the initial data capture, high performance Kodak scanners were identified as being the most appropriate hardware to accommodate the diversity of target documents. Speed, image quality and ease of operation are the fundamental elements of scanning and Kodak consistently prove themselves to lead in this field. As scanning capabilities were to be delivered to a number of Lloyds TSB autolease sites, bullet-proof reliability was also essential for the smooth day-to-day running and support of the solution.

Once the document images have been acquired, IMSCAN's classification technology then begins the task of identifying the various documents and sorting them into appropriate groups. Fortunately, most of the DVLA documents are received in pre-sorted batches and therefore no classification was necessary. However, motoring offences are received from 100's of councils, police forces and a growing number of private contractors. There are more than 20 offence types and new legislation is introducing still more offences, each with their own set of forms, layouts and content.

Hindson, "The solution can be expanded to capture other documents used within the business. Documents produced from within Connect can also be automatically loaded into IMSCAN providing a repository for images of outbound as well as inbound documents. When new variable format documents of a recognised type are received for the first time, the system automatically processes the document providing immediate flexibility."

This is where the power of IMSCAN's Mailroom Solution really makes an impact. IMSCAN automatically recognises both the originator and the offence type, using advanced freeform recognition algorithms to identify characteristics and content within semi-structured and even unstructured documents. IMSCAN then extracts target fields by looking for key words and patterns within the document. It validates the data by referencing 'back-end' data held on the Lloyds TSB autolease customer database. Document images are available for desktop access via IMSCAN's intuitive retrieval interface. Full user and group account management, a comprehensive security suite and integrated email notifications mean that users get to see the documents they need, on time.

The Bottom Line

Phil Pile, Head of Administration, comments "IMSCAN has really enhanced the way we are able to treat customers. Charges are paid promptly avoiding the possibility of late payment increases, and copies of the fine, including the photograph, can be automatically e-mailed or faxed to the Fleet Manager. V5C and MOT documents images, as well as any fines associated with a vehicle are now accessible from within Connect and can be e-mailed to a customer within seconds. Valuable V5C and MOT documents are now physically filed and retrieved accurately and securely, removing the requirement to replace missing documents."

With a dramatic reduction in the amount of manually keyed data, the time taken to process each form was reduced by approximately 60% in the case of DVLA produced documents. The desired customer service levels were also achieved by providing customers with dynamic, up-to-date status reports on vehicle management.

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Find Out More

Discover why some of the UK's most successful businesses are using IMSCAN to help their organizations operate more efficiently and gain a real competitive advantage.

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