

\$800k
Annual reduction in document processing costs

On the Road to Success – Part 1

Car Rental Company Teams with Canon to Drive More Efficient Document Management Processes



A global car rental company with 31,000 employees, 7,000 locations in more than 100 countries and a reputation for innovation needed to better manage its document processes around the world while enhancing efficiency and reducing costs. The company tapped Canon Business Process Services to implement integrated document process management services that would enable the industry leader to meet its strategic business goals.

THE CHALLENGE

The car rental company is committed to being the highest-quality and most customer-focused company in its industry. To maintain this goal, the company needed to improve its document and information management processes. The company also wanted Six Sigma experts to implement programs that could ensure continuous improvement in operational performance.

Based on its commitment to excellence and need for a provider with broad expertise in document process management, the company selected Canon Business Process Services to help it improve efficiency, quality and services worldwide.

THE SOLUTION

Canon implemented a comprehensive range of solutions. These span mail, print and records management as well as document scanning, eDiscovery, office services and Six Sigma-based performance improvement. The following are examples of how some of these services have enabled the company to reap significant business benefits.

One of the car rental company's biggest challenges was to improve the speed and cost-effectiveness with which it processed more than 1.2 million rental contracts each month. To meet this goal, Canon implemented one global process. This included scanning the documents in two locations—one in North America and one in Europe—and completing the processing in Canon's offshore Business Processing Center.

With this new approach, the auto rental documents are available online within 24 hours and the cost was reduced by \$800,000 per year.

Based on the cost savings achieved and efficiencies gained scanning the rental documents, the company asked Canon to help improve its accounts payable processing. The old method of collecting and paying 35,000 invoices every month was based on a manual system that mainly shuffled paper from desk to desk. The Canon process improvement team put new practices in place. This included implementing an accounts payable workflow that centralized the intake of

THE RESULT

- + Reduced rental operations document processing costs by \$800,000 per year
- + Improved performance for scanning more than 35,000 accounts payable invoices per month and processing more than 8.7 million documents annually
- + Increased speed—AP team begins processing invoices within 24 hours of receipt
- + Streamlined operations for the company's HR department by digitizing employee files
- + Reduced costs for print, copy and mail management activities
- + Enhanced efficiency and lower costs by right-sizing the company's print/copy equipment fleet

invoices, which are scanned, indexed and stored in the company's electronic content management (ECM) system. This approach increased speed, enhanced efficiency and reduced costs.

Now, within 24 hours after arrival, the Canon AP team can view invoices in the ECM system, process them in a workflow, including activities such as resolving discrepancies, and schedule payment.

In addition to improving the company's car rental contracts and accounts payable processing, Canon also leveraged its imaging expertise to help streamline document processing for the company's human resources department. With more than 31,000 employees, the HR department generates a significant amount of paper documents. These can result in file cabinets filled to capacity with resumes, W-2 forms, employee benefits and performance review documents and more. Canon Business Process Services is converting these employee files from paper to digital and implementing a new process to continuously maintain employee records electronically.

While business process imaging was the priority in combating costs, Canon also provides the car rental company with significant benefits by managing its mail and print operations around the globe. These benefits include lower-cost print, copy and mail management activities. As one example, with Canon's help, the company is now able to better manage its express package shipping program. Canon analyzed invoices and counseled the company's field location personnel on implementing processes that are yielding substantial cost reductions.

ADVANCING BUSINESS PERFORMANCE TO A HIGHER LEVEL

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.