



Outsourcing the mail room means Syncasso has a more efficient information process

The quality of our services is a lot higher now

Data processing ensures an efficient processing of your physical and digital documents. By digitising your incoming mail it is easier to process. Data are available quickly in your systems, you can provide a quicker and better service to your customers and save considerably on costs. Jemuël Wilkes of debt collection and bailiff organisation Syncasso agrees: “The quality of our services at the start of our process is a lot higher now.”

Jemuël Wilkes is COO (Chief Operating Officer) of Syncasso. Syncasso provides various debt collection solutions for organisations such as healthcare insurers, public services, water and energy companies and companies in the banking sector. Together with his colleague Rutger Jacobs, Frontoffice Team leader, he looks back at a successful transition of manual mail processing to a complete digital process. “We have different communication flows in our organisation,” says Jemuël. “From summons and court documents to requests for payment and statements of defence. We wanted to receive all these mail flows in a uniform manner. By digitising the mail, we can skip a lot of steps. That means an enormous turnaround time reduction on the one hand and a higher quality of services at the start of the process on the other hand.”

Focus on core business

Rutger explains the old situation. “All mail physically arrived at our different work locations in the Netherlands. It was opened, stamped, encoded, scanned and linked to the right record. 400 to 500 times a day! All manual work. Hence the question: can’t we do that differently? Is our core business digitising mail? No.” Jemuël nods: “Now we can focus on our core business. I always say: let everyone

Rutger Jacobs, Frontoffice Team leader

In the past, everything arrived in one pile. Now it goes directly to the right department.

do what they are good at. The result will be optimum chain integration.

Solution: digitising mail

Rutger continues: “We used about 150 letter codes. Together with PostNL we brought this back to five clear batches. This allows us to give the right priority to mail items.” Apart from an overview, digitising has even more advantages. Rutger: “In the past, everything arrived in one pile. Now it goes directly to the right department. The error margins are smaller, there are no missing pages anymore, we don’t have problems with pages sticking to each other and we receive everything neatly and completely as a PDF.”

Sustainability first

Corporate social responsibility is important for Syncasso, says Jemuël: “Digitising not only translates into less actions. It also means we have a modern, lean process with far fewer travel movements.” This immediately results in a CO2 reduction because there are no more trips back and forth between the postal depot and the various Syncasso branches.

Grip on KPIs

“In addition we can now award more key performance indicators (KPIs) to our mail flows,” continues Jemuël. “We have more insight into the turnaround time, for example, from arrival to answering mail. What time does something arrive at PostNL and when have we processed it? This serves as a record for us now. We can also see now which component of the process we want to do better.” Rutger: “We also have more control over our own costs. We don’t have to encode our own mail, we no longer have machines, we no longer have to



scan, we have a lower error margin, less manual work; it's a big difference." By digitising mail, companies can easily save 50% on their costs.

Pleasant co-operation

"PostNL gave us very good advice: they knew exactly what the best way is to organise a mail flow. They have a very good idea of this." Says Jemuël enthusiastically. Rutger adds: "The PostNL people came to our office a couple of times. Our contact and someone from the PostNL scan line. We then started implementing and after one test month, we switched - a relatively short space of time in other words! We have a single point of contact and that is really great. It gives us short lines of communication. We also receive weekly updates and regular evaluations." "What I really like is that PostNL thinks along at a strategic level," says Jemuël. "They think like an entrepreneur, which I hadn't expected. You expect it to be a big and unwieldy company, but they are actually flexible and 1-to-1. And if something goes wrong, action is taken immediately. We are really very satisfied with that!"

About Syncasso

Syncasso Nederland BV is a debt collection and bailiff organisation. With almost 300 enthusiastic employees at five locations throughout the Netherlands, they help debtors solve their payment problems. They do this for corporate clients such as healthcare insurers, water and energy suppliers, the government and companies in the banking sector."

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