Williams Lea

A NIRVA
SOFTWARE
SUCCESS
STORY

Nirva orchestrates inbound document management for Williams Lea's clients

A BUSINESS CRITICAL APPLICATION FOR THE FINANCIAL SECTOR.

Williams Lea selected Nirva Application Platform to build a flexible and performing Scan to Workflow application.

Scan to Workflow manages all incoming mail for one of the UK's largest financial services company.

THE OBJECTIVE

The objective for Williams Lea was to unify its 7 different inbound mail management Software into a single dynamic one, to further automate the management of this strategic process.

THE RESULTS

The results are internal productivity gains and increased flexibility, as well as an improved service offering commercially.

NIRVA'S USAGE.

Nirva Application Platform provided a flexible, open and scalable solution processing between 150 000 and 250 000 mail contacts daily.

Nirva Application Platform has been used as an integration platform and application server to automate the delivery of mail contacts to numerous indexers, present them with dynamic indexing templates, query external financial applications on demand and send the appropriate information to the financial institution's remote workflow and contact

management infrastructure. This complete process is performed with stringent security measures and performance requirements.

NIRVA'S BENEFITS.

"The proposed solution, using Kofax for scanning and Nirva Application Platform, provides a pragmatic solution that reduces the number of technologies involved; simplifies integration, uses a service-based architecture that is geared towards multi-client outsourced processing and involves technologies/skills sets familiar to Williams Lea, who will be responsible for ongoing development and maintenance of the system" says Huw Baynham, project manager for the Scan to Workflow solution. "Nirva proved they could deliver the solution in the shortest amount of time with

minimised risk. But the most interesting in their offering was the architecture of the solution itself, which provided great performance, scalability and flexibility to offer us a greater commercial flexibility and value proposal. Last, Nirva is considered today for numerous other structuring projects within Williams Lea" adds Simon Howell, Director of the Technical Services Group at Williams Lea.

Examples of indexing interfaces

About

nirva

Our vision

Over time, document processes have become extremely complex. To the point that they can now only be managed by IT or document specialists.

Our objective at Nirva Software is to restore simplicity in document management.

Simplicity for document specialists but also for end users. Because simplicity brings agility, reactivity, productivity, control, relevance, quality and cost reduction.

With Nirva Software's solutions, our clients manage their document processes in the areas of new client acquisition, existing clients management, inbound and outbound document management. They manage their business, marketing, legal documents, be they emitted by employees, business applications, or else. They manage batch, interactive, transactional and hybrid documents.

In summary, all document processes or information exchange within the organisation.

Nirva Software's clients include Banques Populaires, Cofinoga, SFR, Deutsche Post, Xerox, Williams Lea, etc.

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