

Managing critical tasks at the entry point is fundamental to increase productivity and ensure information quality at a lower cost.

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To speed up implementation we took a staged approach. Papersoft consulted with us to create a roadmap of the discrete stages and identified gaps where best practices would speed up each phase. This approach allowed us to accelerate business transformation and greatly reduced the organisation's risk.”

Jan Kucera - Network Commissions & Contract Compliance Specialist



Customer

Dixons Carphone Warehouse

Region

Europe

Challenge – How it started

- Input of source 100% paper based.
- Manage input branches all over the UK and IRL.
- Monthly +1M/documents.
- Human based reporting to commissions team and loss prevention.
- Multiple document reconciliation checks such as bank statements, IDs, contract and others.

Benefits from initiative

- Full process automation.
- Process standardisation.
- Compliant and auditable customer info.
- Workflow with alerts and action steps on frauds and errors for all branches.

Benefits from Papersoft ecosystem

- Full paper trail with document tracking system linked with deep storage.
- Online SLA/KPI monitoring.
- Network commissions dashboard report.
- Logged and safe paper shedding of confidential information
- Integrated business continuity and disaster recovery plan.

Key performance indicators - KPIs

- Next business day E2E SLA.
- 99,8% accuracy rate.
- Cost reduction.

Auto Reconciliation

Papersoft professional services for Enterprise departments, enterprise shared services – SSC or large BPO providers that want to:

- Organize unstructured data.
- Manage volume peaks.
- Register accurate data into ERP's.
- Meet regulatory target dates.
- External/Internal audit control.
- Vendor relation satisfaction.
- Credibility/Professionalism.

Finance departments that aim to:

- Approve/Reject internal information.
- Avoid service cancellation/penalties.
- Optimize cash flow.

About Dixons Carphone Warehouse

Dixons Carphone plc is a multinational electrical and telecommunications retailer and services company headquartered in London, United Kingdom. It was formed on 7 August 2014 by the merger of Dixons Retail and Carphone Warehouse Group. It operates under a number of brands across the United Kingdom, Ireland and mainland Europe. These include Currys, PC World, KnowHow and Carphone Warehouse in the United Kingdom; Currys-PC World and Carphone Warehouse in the Republic of Ireland; PC World, Dixons Travel in UK Airports, Elkjøp in the Nordic countries and Kotsovolos in Greece. The company is listed on the London Stock Exchange and is a constituent of the FTSE 250 Index.

Know more at dixonscarphone.com