

## Netlink Analytics Platform Implementation, Leading Automotive OEM

### Scope

- Mail-room operations
- Document Image Management (Paper & Fax)
- Real-time Document Tracking
- Data Capture
- Scanning & Indexing
- Archival & Retrieval
- Application Development
- Customer Support Services



### Business Challenge

- Client had a paper-centric process on their contracts.
- Contracts processing spend extremely high.
- Client wanted to improve overall content capture/conversion quality
- They wanted to streamline their documented process & procedures.
- SLA performance in its Document management System.

### DeltaPlatform Components Utilized

- **BPaaS:** Netlink Analytics Platform - Customer Provisioning, Servicing and Support
- **PaaS:** Contact Center, Delta Integration Bus, Content Management, Scanning, Imaging, Digitization, Content Storage, Project and Service Delivery Management tools
- **IaaS:** Core Infrastructure , Infrastructure Administration and Add-on Services

### Results

- Storage space for 100,000 boxes for Customer Data and Digitized customer contracts
- Secured Mail-room operations.
- Off-site Box Storage & Scan-on-Demand
- Automated Document Image Management & Content Capture System
- Data upload and ingestion into customer's ERP system.

### Business Results

- 60% reduction in Exception Processing
- 30% SLA improvement
- Business Continuity Plan

