



**BMW  
GROUP**



**Customer**

BMW Group Financial Services

**Industry**

Financial Services

**Size**

Total service portfolio of nearly 3.6 million contracts, exceeding €75 billion in volume

**Location**

Munich, Germany

Case Study | Financial Services | BMW Group Financial Services

## BMW Group Financial Services improves workflows and gains efficiency in contract processes

### The Challenges

In the automotive industry, car dealers and customers need fast access to finance. Finance lenders must make the contracting process as swift as possible and the finance easily accessible to maintain lifelong relationships with business partners and free up working capital.

For BMW Group Financial Services to efficiently support car sales across more than 50 countries, it needed considerable co-ordination and streamlined workflows to speed the turnaround of contract applications.

That's why it chose OnBase® by Hyland.

### The Solution

“Working across so many different countries and with three separate business lines – BMW Group Financial Services, Alphera Financial Services and Alphabet – we realised that improving workflows required greater automation of the contracting process,” said Stefan Karlsson, BMW manager of Business Development, Nordics.

In 2009, the head office at BMW Group Financial Services signed off on an enterprise content management (ECM) budget with two important stipulations: the solution should be on one database and there would be a common supplier across all the markets to minimise implementation time and ease intercountry collaboration.

“We signed a contract with Hyland for OnBase in 2010 and a structured implementation plan was put into action,” said Bert van den Berg, Process & Quality manager, BMW Group Financial Services. “Between May and October 2011, the ECM solution was installed in five countries: Netherlands, Denmark, Belgium, Sweden and Norway.”

**OnBase®**  
by Hyland

**“The solution is easy to use and dramatically speeds up the turnaround of complete and incomplete contracts. In all, the solution has far exceeded our expectations.”**

– Bert van den Berg, Process & Quality manager,  
BMW Group Financial Services

## The Difference

**Eliminates paper and manual tasks:** BMW Group Financial Services no longer loses time manually managing contracts or their supporting documents. “Working with OnBase, all paper documents can be automatically scanned and sent to the right department via a secure file transfer protocol (FTP),” said van den Berg.

**Speeds contracting processes:** “Previously it could take as long as 10 days to process a complete contract package and even longer for incomplete packages,” said van den Berg. “The OnBase solution instantly started to reduce process times. By July, complete contract turnaround was cut to five days, then to three days in August. By September, it was down to just over two-and-a-half days. Complete, incomplete and incorrect contract packages are now handled faster and more effectively.”

**Reports incomplete applications automatically:** OnBase flags incomplete applications and sends an email to the dealers, notifying them of inaccurate or missing data, enabling a more proactive workflow and making it easier and faster for them to act. “We went from a reactive to a proactive solution,” said van den Berg.

**Enables continuous improvement across the enterprise:** “The next step for BMW Group Financial Services is to continue to increase the coverage of OnBase by integrating it with other business systems and to increase reporting service utilisation,” said Karlsson.

Learn more at [OnBase.com/UK](http://OnBase.com/UK) »