



Case Study | Renault Algérie

## Renault Algérie processes 100,000 purchase orders a year, reduces documents loss and achieves real-time management with OnBase by Hyland

### The Customer

Operating in Algeria for almost a century, Renault Algérie has two subsidiaries and 65 dealerships across the country. Offering the Renault and Dacia brands, it has been positioned as a leader in the automobile industry in Algeria.

The company's success is based on customer trust and satisfaction, core elements of the Renault Group business strategy. Rated every month by an independent organization, Renault's customer satisfaction survey now shows excellent results: almost nine out of ten customers recommend Renault Algérie's showrooms and workshops for the quality of their services.

That success is also due to the company's recent acquisition of scanning solutions that helped to considerably improve the quality of service in the sales territory. Renault Algérie has experienced rapid growth over the past two years and was buried under paper documents, with more than 100,000 purchase orders per year. The company was facing major challenges to manage the paper flow, reduce processing time while ensuring data traceability and security, and eliminate the loss of any original purchase orders.

### The Solution

Without any existing solution and with the pressing need to address the issues identified, Renault Algérie selected OnBase by Hyland as the most suitable solution for their specific purchase order management problems. With OnBase, purchase orders are now scanned and processed in real-time. In one year, not a single document has been lost.

### The Deployment

With the rapid growth that the company has experienced during the past 24 months, managing purchase orders on Excel spreadsheets became more and more chaotic and difficult to manage. Renault Algérie looked for an ECM solution that

**OnBase**<sup>®</sup>  
by Hyland

could easily and quickly be tailored to the company's needs and challenges. The company selected and deployed OnBase by Hyland in July 2013. OnBase by Hyland was first deployed to scan and import 100,000 customers purchase orders.

## The Benefits

The implementation of OnBase by Hyland provided the following benefits:

**Faster Processing:** Purchase orders used to take more than one day to arrive at their headquarters for processing; with OnBase, they are processed and available to users in real-time.

**Improved reliability and traceability:** Documents are no longer lost, and OnBase provides full traceability throughout the document's lifecycle.

**Reduced storage space needs:** Once the paper documents are scanned, the company was able to free up storage space.

With OnBase by Hyland, customer satisfaction, which is the company's core business strategy, is considerably higher, bringing satisfaction to the employees in Renault Algérie's distribution network, who value service quality and continuous improvement.

## The Evolution

Renault Algérie is currently planning to expand its OnBase solution to other services and departments:

- In the Sales department, the company's long-term plan is to use OnBase for the entire sales process, from order to invoice, to stock entry and registrations etc.
- In other departments, such as Human Resources, or for other tasks, such as the management of vehicle spare parts.

## Why choose OnBase by Hyland?

After identifying the sales territory operational needs and comparing different solutions, Mohand Adjaoud, Head of Sales in the Marketing Department says: "Implementing OnBase was a revolution in the sales department of Renault Algérie! We started by clearly defining our needs and expectations to Hyland Software's representative in Algeria, who helped us through the process in a professional and efficient manner. Soon after, we came up with the final design of the workflows we needed to implement.

Training for our sales representatives went quickly and smoothly and caused no interruptions in the deployment, which was very important. By reducing the purchase order processing time, we were able to quickly improve our ratings for service quality and improvement. As for the challenges we had... what challenges? Using OnBase for almost a year, we have not found a single bug. With 100,000 scanned documents, OnBase exceeded our expectations in terms of scalability."

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

**OnBase**<sup>®</sup>  
by Hyland