

Volkswagen Bank relies on Faxination for its 100,000 plus car leasing requests

Yearly, Volkswagen Bank in France automates 100,000 plus car leasing requests from their dealer network by Fenestrae Faxination Server, constituting a 9 digit turnover.



Industry:

Financial

Company:

Volkswagen Bank

Challenges:

- Compliance with banking standards
- Serve large and diverse dealer network
- Fast turnaround of credit applications

Solution:

Fenestrae Faxination Server

Benefits:

- High reliability
- Scalability
- Fully integrated in business processes



“During the years, we have been using Faxination, we have had close to zero downtime. This is an incredible asset for our line of business.”

Atanasie Dumitrescu, IT Operation

The company

Founded in 2004, Volkswagen Bank France is the wholly owned French subsidiary of Volkswagen Bank GmbH, part of Volkswagen Financial Services AG in Germany. Its services range from the financing of new and used vehicles of all the Volkswagen Group's brands, over direct banking, to dealer financing.

The Challenge

Across France, Volkswagen has a vast network of more than 500 dealers and agents. Cars are often bought under credit and a loan application has to be formally submitted and appraised by its financial entity, the Volkswagen Bank. These requests used to be manually processed which was time-consuming, inefficient, and prone to human error.

The Solution

VW decided to implement an intelligent fax gateway, as first step towards the automation of document processing. Fenestrae Faxination Server was chosen because it met all requirements in terms of modularity and growth. The implementation would secure the processing and integration of business content with its document management system. In parallel it would enable VW to anticipate on future complexity with respect to availability and scalability. Faxination was installed by Reseas.Com and is supported through a global service level agreement fitting the company's high standards of fast incident handling and escalation process.

The system currently runs in the Paris datacenter in a redundant architecture in a DMZ zone which is one of the many imposed requirements. Although the group shares the same physical site with the Volkswagen France Group, IT groups and IT architectures are separated. Financial institutions like Volkswagen Bank are subject to the Deutsche Bundesbank and the Federal Financial Supervisory Authority (BaFin) regulations with >

respect to account supervision and auditability. Customer data and records cannot be shared between both entities.

The processing of credit queries from the dealers is part of a complex line of business integration. Customer or company financial data and employees records are grouped together with the loan and leasing request forms. The documents are bundled and sent together with an automatically generated barcode to the headquarters. The queries are routed through simple Microsoft Exchange rules to a SAP-based repository. The document management system activates a number of control mechanisms to check if the documents are properly received and filled in correctly. The engine generates a score upon the basis of which the credit request is accepted or rejected both by the mechanism and the supervisory departments. The evaluation is reported back to the dealer within 48 hours and the customers are notified accordingly.

This process automation is part of the core business activity of Volkswagen. 100,000 requests per year are handled in this way,

constituting a 9 digit turnover across the country. The importance of Faxination, in terms of availability and scalability to handle possible bottlenecks during peak periods, demonstrates the robustness of this system.

Future plans

Volkswagen Bank in France is currently planning to move offices. This relocation will provide an opportunity to analyze advanced IP environments and unify communications by means of Fax-over-IP. The full virtualization of the Fenestrae Faxination Server is a unique challenge to Volkswagen's IT strategy. Traditionally, fax servers used a hardware fax board to interface with their telephony system. Fax-over-IP effectively eliminates the need for traditional hardware fax devices. Software-based fax-over-IP has the added benefit of being the best choice for virtualization since it can exist 100% in a virtual environment. It offers a scalable end-to-end solution with no external dependencies.



About Fenestrae®

Fenestrae is a supplier of software for digitizing documents and the safe exchange of information. With over 25 years of experience, we focus on combining our knowledge of IT, digitization and information exchange. We help companies improving flexibility and reducing costs by eliminating paper from business processes.

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