

## Scanning & Digitization

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One of India's largest housing finance companies (and the second largest in the private sector) with an extensive network of over 400 locations spread across the length and breadth of the country wished to digitize and merge their customer home loan documents which were spread over multiple locations.

### Industry

Housing Finance

### Geography

Extensive network of 278 offices spread across the length and breadth of the country, and international representative offices, in Dubai, UAE and London, UK.

### Challenges

The company finances home loans for which KYC and Property documents are collected and stored at various locations. The challenge the company faced was to

- Scan and digitize over 1.5 crore documents spread across multiple locations
- Upload and store the images in a centralized location
- Index relevant data points
- Merge the different documents belonging to the same loan number into one file and
- Have the ability to retrieve the scanned images

Timeline – 3 months

### Centillion's Approach

To complete the task in such a short span, Centillion developed a unique approach that included

- Study the processes involved in one location, identify the pain points and suggest acceptable solution backed by relevant technology
- Set-up scanning stations across 3 cities with 20 plus scanners and 100 plus resources to do scanning and upload the images to Centillion CPC
- Customize the existing Document Management Platform to suit the requirement for scanning, uploading to a centralized hub, merging Images for ready access, storage and retrieval

- Align the initiative to client's business strategy/needs, and implement an effective governance model to ensure standardization, control, reviews and regular MIS to the various stakeholders

## **Centillion's Solution**

- Provide scanning services that include manpower and scanners to scan and index the physical KYC & Property documents stored at various locations across India
  - Upload all the scanned files into a central storage hub – Centillion CPC
  - Retrieve the scanned files and perform a quality check on them
  - Ensure completeness by merging all documents that belong to the same loan number
  - QC of indexed fields
  - Hosting the images for quick and easy retrieval
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## **The Benefits**

- Quick turnaround and completion of the task
- Decentralized Scanning and upload to a central server of over one crore documents
- Centralized storage of scanned documents makes it easy and simple to access them
- Audit of files can be done on images rather than physical documents
- Retrieving and sending scanned documents to different branch locations is much easier and cost effective
- Reduces cost on storage and retrieval charges