



# WfMC Awards for Case Management

Global Excellence Awards 2016

## Unicredit Leasing Croatia nominated by EMC Corporation

### Situation

- Inefficient Processes
- Lack of real-time Visibility into Documents
- Needed to retain their #1 leasing provider competitive status
- Lack of responsiveness to customers/partner
- Increased Regulations

### Implementation & Innovation

- Underwriting Tool (UWT)
- Includes inovative Adaptive Case Management
- Integrated DMS & Rules Management
- Real time monitoring

### Benefits

- Increased Sales by 80%
- Increased Market Share by 25% w/o increasing staff
- Raised Customer Satisfaction index to 100
- Better decision making
- Improved Service quality
- Modern intuitive interface
- Digitized/Automated Mail

**Technology:** MOLA MOLA Business Visualizer; SCHUFA Decision Support System; EMC Capture and Advanced Recognition; EMC Documentum xCP – EMC; EMC Documentum Platform