

# GAINING ACCESS TO OFFICIAL DOCUMENTS ANYWHERE ANYTIME

WITH

# Capture OnTheGo™

Bosveld Bailiffs & Collections



Established over 30 years ago, Bosveld has extensive knowledge of all aspects of the debt collection industry. It is committed to putting the customer's vision, objectives and key priorities first.

The company wanted to make their customers' lives easier by making the collection process as efficient as possible. They decided to hold a strategy session with each client as a first step to determine how best to improve the customer's situation and provide the appropriate assistance. Committed to helping meet all of its customers' objectives, Bosveld has been rated as a number one business partner.



Collection documents are business-critical- and the information-gathering process is more complex than one might think. Moreover, the customer experience is central to the company's success, so customer service needed to improve. Another problem was that paper processes were inefficient and unnecessary. The company wanted to help avoid unnecessary, oath-related costs for debtors.

Of course, Bosveld also wanted a cost-effective solution. Therefore, digital transformation to automate its operational processes became an attractive option.

In four months we have completed our transformation journey to digitize our bailiff processes. OL Connect is the main addition to Credit Navigator, our ERP system.

*Ben van Zanten, General Director of Bosveld*

## THE SOLUTION

With OL Connect technology, Bosveld was able to automate its business communications processes. This included gathering, splitting, merging, sorting, converting, printing, emailing and archiving.

Now all documents that are required in a file are always available and up to date. With OL Connect, most file formats can be converted to PDF and the resulting documents can then be linked to a file.

The bailiffs find Capture OnTheGo to be the most powerful solution for digitizing forms both on site and in the field. They can now collect all the information needed electronically while serving a writ at the door.

A variety of documents are often involved, such as notices, complaint reports, seizures of movable property, and photos or conversions of delivered documents.

### IMPLEMENTATION

After sending some of its employees to the classroom training at the OL Training Centre, Bosveld completed the implementation within four months. Several systems are linked to OL Connect, including the TLN route planner from PTV. It is now possible to track whether documents have been printed or are still in the office. It is also easy to find out if the bailiff has a certain document or if it has already been processed. And the status of any document can be checked at any time. Bosveld uses Eurosystem's Credit Navigator. However, the OL Connect solution is suitable for all systems used by bailiffs and debt collection agencies.



### ADVANTAGES

- Letters and emails can be written in a style consistent with Bosveld's house style or that of the customer.
- Documents can be sent automatically based on the recipient's preference.
- The company's innovative processes have put it ahead of the competition in a mostly conservative industry.
- Processing is achieved in real time without manually overtyping, scanning or copying.
- The status of all files and documents is readily available at any time.
- The IT system is autonomous.

With Capture OnTheGo, bailiffs no longer need to deal with a lot of paper, thanks to the company's switch to digital. The bailiffs have their notices on a tablet. These notices have templated sections, but the content can be changed to suit the purpose at hand. Various stamps and signatures can be added to the documents. Here are some highlights of what the bailiffs can now do:

- Digitally fill in a revenue and expenditure form together with the debtor
- Electronically enter declarations by the debtor as to their source of income
- Get consent, enter various elements of information and add materials directly to their files
- Easily customize and expand tablet templates to suit their needs