



Jazeker. De Hypotheker.

The client

De Hypotheker is the largest independent mortgage advice organisation in the Netherlands. Thanks to their well-known "Jazeker!" campaign, they have become a true household name, which is hardly surprising. With a history spanning **35 years**, **180 branches** throughout the country and **900 employees**, De Hypotheker are a key player in the Dutch mortgage sector.



The challenge

Since its beginning, De Hypotheker has provided more than a million people with mortgage advice. As a result, De Hypotheker now manages around 30 million documents for its clients daily. De Hypotheker has recently enriched its traditional consultancy practice with omnichannel services. This transition required an overall optimization of the business operations, focusing on the following challenges:

- Streamlining customer service by providing more efficient service;
- Adjustment to the "new normal" in which both remote work and remote advice have become the norm;
- Adapt the ease of use of the application landscape to the demands of the new way of working.



The solution

The Hyarchis Document Management system (HDM) gives De Hypotheker access to:

- A secure, cloud-based document management system that enables consultants to serve their clients anytime, anywhere;
- A system that is designed for the mortgage market and therefore optimally supports advisers in their primary work processes;
- Seamless integration with applications such as Salesforce, Findesk, HDN and Microsoft Office.



The facts

De Hypotheker in numbers:

180 branches

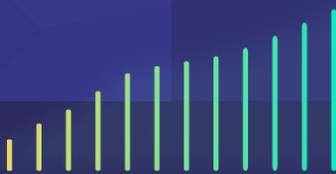
400,000 active mortgages

30 million documents

24 terabytes of customer data

Hyarchis delivered:

- Central storage of customer data in the cloud.
- A system developed for the mortgage sector.
- Unhindered access to the entire contents of the customer archive.
- A secure system that ensures customer data conforms to GDPR requirements.



The result

With the Hyarchis Document Management system (HDM), De Hypotheker has all its customer data available in a centrally accessible location in the cloud. This allows consultants to do their work from any location, which was also the last step for De Hypotheker on its way to becoming a paperless organization. Using the HDM system that has been specially designed for the mortgage market, De Hypotheker has gained a marked increase in efficiency, coupled with the assurance that their customer data is always GDPR-compliant.



Paul van Dijk

Senior Product Owner at De Hypothekers Associatie

We entrusted Hyarchis with the delivery of a cloud-based document management system because of their extensive track record in the mortgage industry. For us, it was important to have a partner who knows our business. We found what we were looking for in this regard in Hyarchis, which made collaboration very pleasant. Although both project and process were intensive, communication was always clear which resulted in a successful implementation. The rollout to our 180 locations was achieved without a hitch, which can partly be credited to the e-learning that was prepared for the end users. The final product was so intuitive that we were able to use it immediately after implementation as if nothing had changed.

Want to learn more about Hyarchis HDM?



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