

QUION



The client

Quion is one of the largest mortgage servicers in the Netherlands. Daily, Quion services **400.000 households** which equals €65 billion in mortgages managed.



The challenge

To serve these **400,000 households**, Quion's customer service representatives must search through **55 million** documents or **350 million** pages on a daily basis. Much of this archive has not been made searchable. Relevant document metadata might also be missing, and it is not always clear whether a given customer file contains all necessary documents. While a customer service representative searches through this archive, a considerable amount of time passes for the customer



The solution

Hyarchis eDiscovery solution which is a part of the KYC remediation suite makes both newly incoming documents and existing legacy data text-searchable. This lets organizations turn static archives into dynamic sources of information.



Result

Hyarchis e-Discovery not only made Quion's archive of 55 million documents searchable at a textual level but also does the same for the 150.000 new documents that arrive on a monthly basis. This allows for better and more targeted service to be provided to customers. Additionally, a fully searchable archive is a stepping stone that puts Quion on a roadmap that will see, among other things, fully automated quality control.

- Unlocked value of the historical archive
- Searchability in all incoming documents
- Improved customer service



The facts

Quion manages:

400.000 mortgages

€ 65 billion in assets

55 million documents

350 million pages

520 gigabytes of data

Hyarchis e-Discovery delivered:

- Unlocked value of historical archive
- Searchability in all incoming documents
- Improved customer service
- Foundation for extensive automation



Hyarchis eDiscovery has helped us to create a fully text-searchable archive that serves as a launchpad to automate a wide range of business processes. Having unlimited access to the full contents of our digital archive allows us to search through all relevant customer data, classify documents upon reception and assign incoming communication to the correct workflow. Likewise, eDiscovery will allow us to take our quality assurance efforts from spot-checking **20% of our archive** to spot checking **100%** of it



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Want to learn more about Hyarchis eDiscovery?

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