



## AT A GLANCE

### Client

BNP Paribas Factor is a subsidiary of BNP Paribas, which combines factoring, guarantees (credit requests,) funding (submission of invoices, demands for funding) and collection (reminders, payment charges.) This service is commercialized by the BNP Paribas agencies network.

### Challenge

BNP Paribas Factor wanted to modernize its computer systems and integrate a solution that takes charge of the issues surrounding mass-mailing. The solution needed to be capable of sending this information out via different distribution channels, including a post-processing module.

### Solution

The StreamServe solution was put in place at the heart of BNP Paribas Factor to manage both customer document production and the multi-channel distribution of documents in formats including fax, e-mail and printing, etc.

### Results

Through the use of StreamServe's Enterprise Document Presentment solution, BNP Paribas Factor can:

- Effectively manage a considerable volume of documents
- Simplify the processes of mailing and archiving

# BNP Paribas Factor have chosen the StreamServe solution to manage their 2 million annual invoices

The factoring market is booming and transactions at a European level account for more than EUR 100 billion. A subsidiary of BNP Paribas, BNP Paribas Factor's main mission is the factoring, warranty, subsidizing and collection of client debts.

The company is fifth place in this market and offers factoring for enterprises of any size -- ranging from newly-formed smaller companies, to large multinationals. BNP Paribas Factor can respond to the consequent diverse requirements of its customers by providing a range of products adapted to each customer segment.

## Selection criteria

BNP Paribas Factor had been using an internal application for producing customer documents, however the capacity of this application soon reached saturation point. In view of the overhaul of the computer system (software and obsolete materials), BNP Paribas Factor began researching a solution that could handle all the customer, supplier and partner data flows and which could also respond to the internationalization of factoring demands.

BNP Paribas Factor needed a solution which could meet a set of demanding criteria: the company's two million annual invoices had to be managed in real time and the solution had to allow for the management and electronic archiving of all documents issued. From a practical point of view, the application needed to make documents accessible online for all employees and customers, and should also be multi-lingual and multi-channel. With the aim of reducing expenses and saving time, the solution also needed to reduce the production turnaround for documents handled and also cut printing costs.

Having evaluated and tested the solutions currently available on the market, BNP Paribas Factor chose the StreamServe solution, as it was the only solution to meet all of these requirements.

## The StreamServe Solution: immediate cost reductions

The roll-out of the StreamServe® solution was achieved in three stages, with the first stage focused on the central document production. On a daily basis, BNP Paribas Factor publishes customer documents which provide a precise overview of each customer's current situation. Every week, follow-up mailings are also produced for the customers' customers (the purchasers). This therefore implies a large volume of mailings to produce, and significant amounts of information to process, all at a sustained frequency. The StreamServe solution demonstrated to be perfectly adaptable to handle these requests and has therefore been rolled-out at BNP Paribas Factor on a wider scale.



Since we began using the StreamServe solution, We have generated a significant return on investment. StreamServe Has the distinguishing ability to evolve at the same speed as our business.”

Jean Yovanopoulos,  
IT and Organization Director,  
BNP Paribas Factor.

The second stage consisted of using fax and email to distribute the information. These were primarily used for requests for funding from customers. BNP Paribas Factor has also rolled out other modules such as Cold, an application dedicated to archiving all documents produced, and making these documents available online and internally. The corporation has also introduced “spool” file management for customers, which consists of integrating the invoice files from customers in PDF format within the BNP Paribas Factor applications, so that the invoice images can be viewed at any time.

The last stage was the installation of the post-processing module of the StreamServe solution. While daily, weekly and monthly document production for purchasers or customers previously involved much more processing prior to delivery, BNP Paribas handles some 2 million invoices per year, for 100,000 pages of monthly publishing. As a result, it became crucial for the company to acquire an application capable of effectively managing the delivery of these documents. Thanks to StreamServe’s post-processing module, central printing has been industrialized. A number of recorded-delivery letters with an acknowledgement of receipt have been eliminated, postage costs have been considerably reduced as a direct response to the combination of account information and double-sided printing, and the module now allows for weight-based mail sorting.

StreamServe has enabled BNP Paribas Factor to reduce its costs by 30% for publications to customers, and achieve a saving of 10% for those to debtors—the majority of publications - not to mention the savings made from reduced postage costs.

### **StreamServe: the response to the internationalization of BNP Paribas Factor**

The operations of BNP Paribas Factor are by no means limited to France: the BNP Paribas Group is active in Europe (Portugal, Italy), Morocco, and in Turkey. In the middle of establishing operations in Spain, BNP Paribas Factor manages the direct factoring in Europe, and therefore needs to be able to handle documents in different languages. Since the StreamServe solution is multi-lingual, it allows the factoring company to create and distribute all the documents which are issued in each language.

### **StreamServe Persuasion: future migration**

Confident from the success of the StreamServe’s software, BNP Paribas Factor wants to extend the use of the application to other departments and also move to Persuasion, the latest version of the StreamServe solution. As such, the company will be able to offer internal users and its customers new functionality. With the integration of Persuasion, the marketing department will be able to directly personalize customer printing and produce quality color print-outs. The company will also be able to integrate the invoice files from customers in PDF format into all of its applications. The StreamServe solution can also be integrated in SOA mode, whilst continuing the regrouping and optimization of client account publications.



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