

eFACiLiTY® automates the mailroom operations of Bajaj Finserv across multiple locations

CLIENT

Bajaj Finserv Limited, a part of Bajaj Holdings & Investments Limited, is an Indian financial services company focused on lending, asset management, wealth management, and insurance. It is the most diversified retail-focused NBFC in the country and the largest financier of consumer durables. Bajaj Finance Limited prides itself on holding the highest credit rating of FAAA/Stable for any NBFC in the country today. It serves millions of customers in the financial services space by providing solutions for asset acquisition through financing, asset protection through general insurance, family protection, and income protection in the form of life and health insurance and retirement and savings solutions.

Source: <https://www.bajajfinserv.in/>

BUSINESS CHALLENGE

Bajaj's admin team was managing their mailroom transactions on a standalone windows application that was not able to keep track of the consignments sent/received across their business locations. With a constant flow of consignments every day at their corporate headquarters and multiple office locations, tracking and organizing the consignments with an offline application was highly time-consuming and inefficient. Moreover, reconciliation at the end of the day was very difficult without knowing the exact status of each consignment.

The challenge was to automate their mailroom operations and provide a more streamlined solution to organize & track all their consignments end-to-end.

SOLUTION

eFACiLiTY® offered Bajaj Finserv a flexible and streamlined mailroom management solution to automate their mailroom services. As they explored for a consistent & scalable solution that had the scope to seamlessly expand across their business locations, they found eFACiLiTY® as the right fit! eFACiLiTY® Mailroom Management System fulfilled the requirement of providing a unified platform across the locations, with an intuitive and easy to use interface.

Implementing eFACiLiTY® meant that their admin team can log in from their desktops and view the consignment status any time from any business location i.e., a centralized mailroom management system. With email/SMS alerts triggered to the sender and receiver once the consignment is delivered from the mailroom, tracking & delivery became easy and smooth. The centralized solution reduced the manual effort involved in updating the data in both the origin and destination making the mailroom operations more efficient. The inbound consignments were scanned for veracity and were delivered seamlessly. All the consignments were tracked end-to-end, leading to **improved response time** in consignment tracking, a **greater level of accountability** for the consignments handled, and **enhanced user experience**.

eFACiLiTY® Mailroom Management System went live across 3 corporate offices of Bajaj Finserv in Pune, Maharashtra and that number is anticipated to increase shortly.

Bajaj mailroom transactions have peaked with over 20,000+ in a very short span from the day of go-live with no consignments lost in transit. Bajaj has now automated their mailroom services with 100% efficiency and the number of transactions has been increasing steadily every month. Mailroom automation has helped them save on personnel costs while increasing efficiency with each step involved in the process.

BENEFITS

Today, Bajaj Finserv has an end-to-end automated mailroom that provides increased visibility to the transactions in real-time to the admin team. The consignment reconciliation is no longer a time-consuming process and the team is assured over the workflow as they are in total control of each consignment. Other benefits include:

- Audit trail for each consignment
- Batch processing delivery of consignments
- Printing consignment number with respect to checklist/sender/consignment number/destination (To be delivered through Courier/Post/Hand delivery)
- SMS/Email alerts to the sender and receiver once the consignment is delivered
- User-definable consignment rate matrix i.e. consignment type-wise, Courier Service Provider wise, etc.
- Easy daily consignments reconciliation with provision to view the pending consignments yet to be delivered
- Configurable alert notification for tracking, deliveries of consignments, etc.