DANISH START-UP PAPERFLOW

ACHIEVE SCALABILTY AND IMPROVE SLA RESPONSE TIMES

Paperflow

Fast-Growing Data Capture Start-Up Paperflow achieve scalability and improved SLA after engaging with Konica Minolta to expand their team.

THE CLIENT

Paperflow is a fast-growing start-up headquartered in Denmark. The company developed an invoice data scan and capture system that digitizes documents with 100% accuracy, regardless of format. The solution enables cost-effective information retrieval and workflow digitization for bookkeepers and accounting professionals across Denmark and the rest of Europe.

In order to ensure their data is 100% correct, Paperflow need a team of data entry operatives to manually check for errors, enabling their AI software to learn and improve further.

THE CHALLENGE – SCALABILITY AND IMPROVING SLA RESPONSE TIMES FOR CUSTOMERS

The challenge Paperflow faced was being able to quickly recruit data entry specialists. They had tried using traditional offshore outsourcing in Bangladesh but faced issues relating to the time zone difference, internet connectivity and variable response times.

As a fast-growing start up, scalability of the operation was a major requirement for them. Dan Rose, CEO of Paperflow, explains "We needed a solution that was very scalable and allowed us to add a lot of people on quickly. We couldn't afford to wait for a month for recruitment, and another two for training. Ideally, we'd have people starting at a two weeks' notice."

Since their clients expect quick turnaround of data, having a reliable back office operation is a must. Dan elaborates: "Our customers expect us to complete all the work they send within 24 hours of receipt, and we never know what volume to expect. Therefore, it's very important for us to be able to trust the back office operations."

THE SOLUTION – PARTNERING WITH KONICA MINOLTA PROCESSFLOWS AND GETTING A GROWING DATA ENTRY TEAM OUT IN SOFIA

After speaking to Konica Minolta ProcessFlows, Paperflow quickly realized they may have found the solution they have been looking for.

After engaging with their expert recruitment team and providing a job brief, ProcessFlows had a data entry team setup and working for Paperflow within weeks. Benjamin Laursen, Head of Operations, says: "We started with two part-time workers. Now we have 23 agents working for us and there have been no complications at all. That's been the biggest win for us."

THE EXPERIENCE – AN EASY, SCALABLE, AND RELIABLE OPERATION

Konica Minolta ProcessFlows were able to get a team of 15 data entry operatives up and running within two weeks, something that Dan thought was an impossible timeframe. "We hired 15 people with ProcessFlows in two weeks. We didn't believe that was going to work but it did."

The experience of working with ProcessFlows has been so successful, the Paperflow team continues to grow out in Sofia.
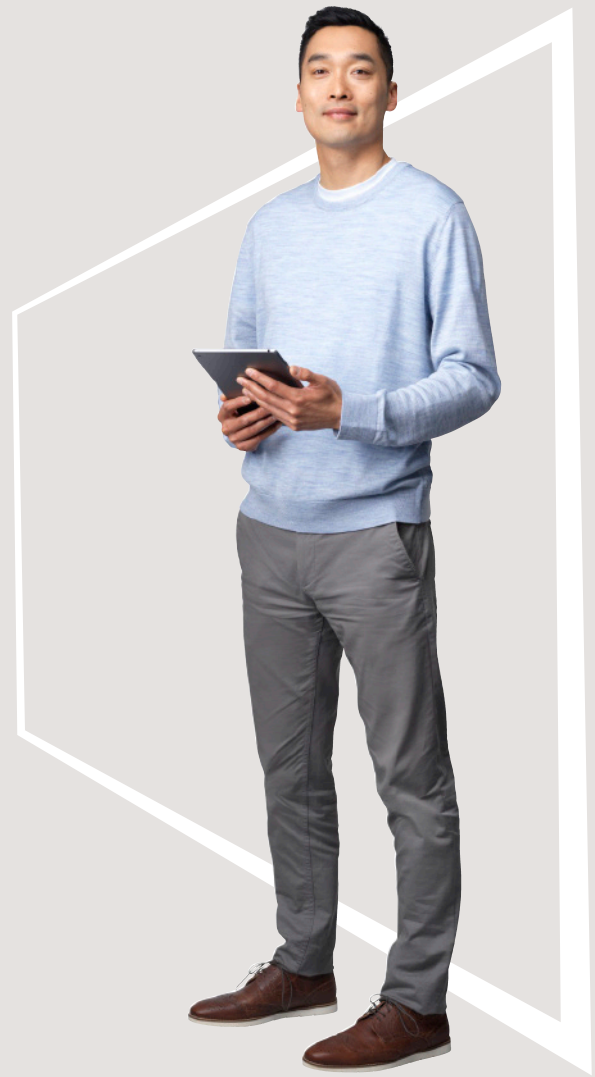
What's more, the team is seeing steady response times and

improved SLA. "As soon as we switched to Konica Minolta ProcessFlows, our SLAs got much steadier. We can count on the team to satisfy our customers' requirements."

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Giving Shape to Ideas