



## AEGON reduce document and information related costs by 35% with Canon Business Services



**Company Name**  
AEGON

**Founded**  
1831

**Location**  
Livingston, Edinburgh

**Services**  
Insurance

**Website**  
[www.aegon.co.uk](http://www.aegon.co.uk)

70%

Reduction  
in document  
processing time



### Overview

AEGON are a huge player on the savings, insurance, and pensions stage. What started as a small equitable in Scotland has since grown into a multinational business, with over 47 million customers in over 20 markets. The services they offer range from investment plans to mortgage protection, but for them, it's not about money – it's about putting measures in place to help protect their customers' futures. They see their business the same way that we do ours, offering not just a service, but essential, comprehensive support.

So when they asked us to help them better serve their 2 million UK customers, and improve the workloads of the 3,000 employees at their headquarters in Edinburgh, we knew that we'd work well together.

### Challenges

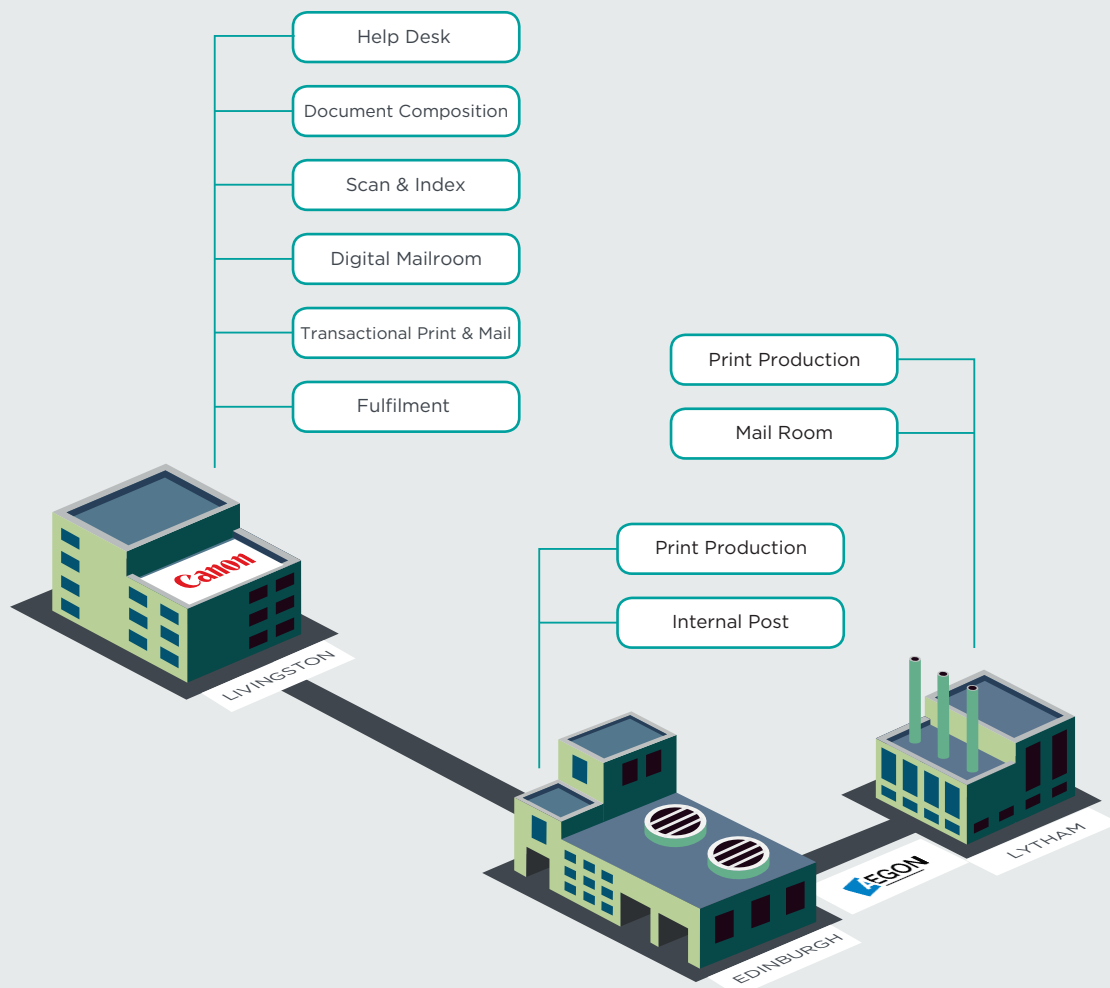
With so many services and customers to look after, taking care of every piece of documentation is crucial for AEGON. But doing so takes time. When they came to us, their employees had to sort

through 2,500 documents each day, as well as compose mailings, scan and sort correspondence, and index all files.

They also had two on-site document centres at two different locations, both dealing with transactional bulk printing and scanning, as well as four different mail rooms.

They could see that the processes they had in place were ready to take the next steps to become even more effective to deal with new customer demands. Improving them was key – the more efficient they could make them, the more time their employees could spend

better serving their customers. To do that, they needed to outsource to a partner who could manage all of these services as one. However, they couldn't just outsource to anyone – they needed someone with TUPE (Transfer of Undertakings Protection of Employment) expertise, so that they could successfully merge their two different IT systems and company cultures into one, and make business run smoother.



## Our Services and Solutions

The first step was to sit down and talk through what they needed to ensure processes were standardised, and their data was managed in a secure and compliant manner. Once we understood the challenges they faced, and how they impacted their customers, we set to work implementing a multi-phase approach to transform their existing system.

We began by building new specialised near-site operations, as well as enhancing their existing ones. This meant we could migrate AEGON's most significant services off-site, and start centralising their scanning, printing, and fulfilment operations.

## Results

An integral part of Canon Business Services is to keep monitoring our clients' progress, and with AEGON we're happy to say we've seen big changes.

By outsourcing to one centralised location, AEGON's average processing time for all customer documentation has been reduced to just one day – an improvement of as much as 70%.

And now that mail is delivered and processed faster than before, they're also able to detect incorrectly completed documents earlier on, helping AEGON easily meet current and future Service Level Agreements.

Amalgamating print files and increasing auto fulfilment has also helped reduce

the number and cost of AEGON's page output, so that in total, they've seen a 35% reduction in costs since the project began. And our on-going plans hope to reduce them by a further 5% throughout the year.

But, as AEGON knows, it's not all about money. With our introduction of weekly service meetings, joint governance meetings, and joint strategic board meetings, they're now able to take control of operations, reduce compliance risk, and improve their own business practices.

The meetings are also helping to drive a massive agenda for change in 2013, allowing us to continue to work together, keep moving forward, and secure a brighter future for AEGON.

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