

## UNLOCK EFFICIENCY: SAVE TIME WITH SMARTER DOCUMENT PROCESSING

Raiffeisen Leasing has been operating in Bosnia and Herzegovina since 2004 as part of the Raiffeisen International Group. The company provides both financial and operating leasing for vehicles and equipment across the country. The team consists of over 40 employees and is strongly focused on delivering fast and reliable leasing solutions to individual and corporate clients.

### COMPANY NAME:

Raiffeisen Leasing d.o.o.

### LOCATION:

Sarajevo

### ESTABLISHED:

2004

### INDUSTRY:

Financial services –  
financial and  
operating leasing  
(vehicles and equipment)

### SERVICES:

Wholesale,  
distribution,  
IT solutions

## CHALLENGES IN DOCUMENT PROCESSING

At Raiffeisen Leasing, smooth operations are key to delivering quality service. Fast and efficient application processing directly affects customer satisfaction and contract turnaround times. However, managing requests had become difficult, with applications coming in via various channels—emails, phone calls, and paper documents. This fragmented approach led to bottlenecks in processing.

### Key Challenges in Document Processing

- **Too much manual work:** Tasks like scanning, renaming, and entering data into the DMS (Document Management System) could take up to an hour per client.
- **Inconsistent input formats:** Documents arrived via email, phone, or paper, making the process error-prone.
- **Reduced focus on clients:** In 2024, employees spent up to 9% of their working time just scanning and archiving, impacting overall productivity.
- **Higher risk of errors:** Manual steps increased the chance of mistakes and slowed down submissions to the DMS, despite having a clear audit trail for changes.

## THE GOAL: SMARTER, FASTER DOCUMENT PROCESSING

Raiffeisen Leasing set out to automate document handling to save time and resources, and speed up how quickly client requests are processed.

To achieve this, the solution needed to:

- Handle both paper and digital documents through one standardized process.
- Recognize and separate documents automatically using QR codes and OCR.
- Ensure full traceability, with a clear record of who did what and when, enabling true end-to-end process automation.

## IMPLEMENTING A SMART SOLUTION

Local Canon partner C-Servis Sarajevo, with whom Raiffeisen Leasing has cooperated for over 20 years, proposed Scan2X as the ideal solution to improve status documentation processing.

Scan2X simplifies and speeds up the workflow with:

- Automatic Document Recognition (ADR) and smart document splitting/merging
- Real-time checks at the point of entry to reduce errors
- Seamless export to the OWIS DMS and automatic email notifications
- Support for digital signatures and a powerful 64-bit architecture

Fully integrated with OWIS DMS, Scan2X also works smoothly with Raiffeisen's existing Canon infrastructure, which continues to provide secure authentication and follow-me printing — making the move to smart scanning effortless.

**“ SCAN2X HAS MET ALL REQUIREMENTS. NOW WE SCAN THE DOCUMENT, AND THE SYSTEM AUTOMATICALLY RECOGNISES WHAT TYPE IT IS, SPLITS THEM AND SENDS THEM TO THE RIGHT PLACE.**

Belma Hodžić, Executive Director



## HOW DOES THE NEW SYSTEM WORK?



### STEP 1

The employee scans or imports a digital file.



### STEP 3

The document is automatically archived to the correct destination.



### STEP 2

Scan2X automatically recognizes the document (ID cards, contracts, bank statements, etc.), splits/names it and applies validations at the time of entry.



### STEP 4

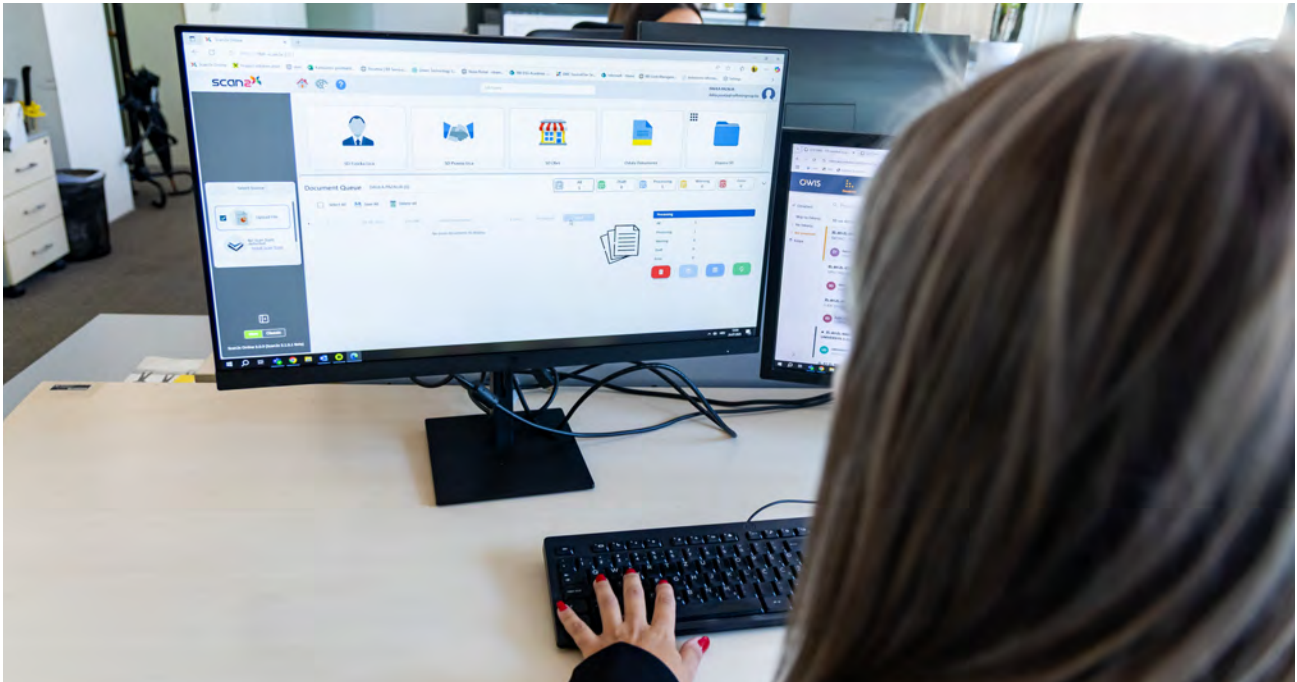
Each entry clearly shows who entered what and when, which is crucial for compliance and data security.



**AFTER IMPLEMENTING THE SCAN2X SOLUTION, THE TIME WE SPEND ON SCANNING FELL FROM 9% TO BELOW 2%. THAT IS A HUGE JUMP IN EFFICIENCY.**

Dalila Pazalija, Sales Support Coordinator





## RESULTS

- **Efficiency boost:** Time spent on scanning and archiving dropped from 9% to under 2% of working hours.
- **More time for clients:** Over 9 hours saved per employee each month — enough to visit five more clients or handle twenty new ones.
- **Business growth:** These improvements contributed to an 8.5% year-over-year increase in volume.
- **Fewer errors:** Automated checks and validations reduced manual mistakes and rejections.
- **Consistent workflow:** All documents now follow the same streamlined process.
- **Audit trail:** Every step is logged, making audits easier and reducing compliance risks.

“ IT'S NOT JUST FASTER — IT'S SMARTER.  
SCAN2X HELPS US ACHIEVE MORE WITH  
LESS EFFORT.

Nedim Milišić, Director

By combining advanced technology with Raiffeisen Leasing's trusted Canon infrastructure, the team achieved stable operations, quick adoption, and measurable results — all within a single planning cycle.

The automation of the entire process reduced manual workload and errors, freeing up time and boosting commercial capacity. The digital archive evolved from a simple storage space into a valuable resource, enabling faster insights, quicker request handling, and greater overall efficiency.

In conclusion, the project has shown that Scan2X is not just a scanning tool, but a platform for operational excellence.

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