

# eForms success!

Comprehensive forms recognition helps  
superannuation fund gain new business

## Client Objectives

Cardiff TeleForm  
delivers a better  
cost effective  
solution

**Reduce costs**  
**Provide a better service**  
**Improve process efficiencies**

Our client, a large superannuation administration fund, needed to improve their process efficiencies. Thousands of letters received every day needed to be processed in a timely manner; employers needed to supply details of deductions they had made for their employees as part of compulsory superannuation, and cheques needed to be processed appropriately.

The client has a large mainframe that stores all of the employer & related employee details. In addition, they use an EDMS product and a separate workflow solution.

**The CAYLX solution**  
The customer already had an installation of the Cardiff Teleform forms recognition software application, although it was not implemented well. Based on our experience with the product, we were able to quickly get TeleForm working as it should; data was now being collected

through scanning, passed to the main database, images filed in the EDMS system, and a workflow procedure was started.

In addition to handling the incoming transactions, we also introduced the client to TeleForm Auto Merge Publisher, with which the client was able to generate a 3 page collated letter in batches of 40,000+ document sets at a time. The client now uses TeleForm to both generate the documents that clients complete, and to process the incoming documents.

The client is now gaining new business by selling the use of the technology solutions they have implemented.; using the same TeleForm solution to process transactions for nine collective funds.

### About TeleForm

Cardiff TeleForm is the only comprehensive solution to combine world-class capture with intelligent form and document processing, successfully integrating people, paper and processes. TeleForm integrates easily with the Cardiff LiquidOffice platform.



With over 20 years of experience in the sphere of Information Management, the team at CAYLX has a 100% success rate in the design, development, implementation and support of applications that allow organizations to reduce costs while streamlining business processes.

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