



The client

Quion is one of the largest mortgage servicers in the Netherlands. Daily, Quion services **400.000 households** which equals €65 billion in mortgages managed.



The challenge

To serve these **400,000 households**, Quion's customer service representatives must search through **55 million** documents or **350 million** pages on a daily basis. Much of this archive has not been made searchable. Relevant document metadata might also be missing, and it is not always clear whether a given customer file contains all necessary documents. While a customer service representative searches through this archive, a considerable amount of time passes for the customer.



The solution

Hyarchis Search-It is an AI-driven application that makes searchable both newly incoming documents and existing legacy data, at a textual level. This lets organizations turn static archives into dynamic sources of information.



Result

Hyarchis Search-It not only made Quion's archive of 55 million documents searchable at a textual level, but also does the same for the 150.000 new documents that arrive on a monthly basis. This allows for better and more targeted service to be provided to customers. Additionally, a fully searchable archive is a stepping stone that puts Quion on a roadmap that will see, among other things, fully automated quality control.



The facts

Quion manages:

400.000	mortgages
€ 65 billion	in assets
55 million	documents
350 million	pages
520	gigabytes of data

Hyarchis Search-It delivered:

- Unlocked value of historical archive
- Searchability in all incoming documents
- Improved customer service
- Foundation for extensive automation



Hyarchis Search-It has helped us to create a fully text-searchable archive which serves as a launchpad to automate a wide range of business processes. Having unlimited access to the full contents of our digital archive allows us to search through all relevant customer data, classify documents upon reception and assign incoming communication to the correct workflow. Likewise, Search-It will allow us to take our quality assurance efforts from spot checking **20% of our archive** to spot checking **100%** of it



Amresh Raghoenath
Manager Operations, Quion

Want to learn more about Hyarchis Search-It?



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