



## Boundless digital records management achieves 50 percent of time savings in internal administration

Case study: APK Vorsorgekasse AG

### Industry insights

Compliance requirements demanding full traceability and complete transparency in all business processes have a large impact on the financial market. Moreover, financial services providers have to continually improve customer experience through uncomplicated, swift, individual and competent advisory services in answer to digitisation. While competition is a constant driver for innovation in customer contact, the modernisation of accustomed though proven internal processes is often neglected. And yet the answer is clear: Using a certified, safe and agile Business Cloud solution. It ensures that compliance requirements are fully met and automates and accelerates business processes across existing boundaries of organisations, IT infrastructure and countries. A Business Cloud solution is therefore the cornerstone for creating new and innovative digital services.



“We have digitised the processes of our internal administration with the Fabasoft Cloud across the boundaries of our locations and are now saving more than half of the time required for processing.”

Claudia Erlinger  
Head of Administration and IT  
APK Vorsorgekasse AG

**Fabasoft**<sup>®</sup>

## Use case

Many processes in the internal administration of APK Vorsorgekasse AG, particularly those that do not immediately concern the company's core business, required a great deal of time and effort. Motions for board meetings, business trip forms, invoice approvals or reports on suspicions of money laundering were partly printed, signed by hand, mailed to colleagues working at a different location and manually processed there. The aim was to reduce the effort required.

## Local data storage, certified security and quick support

“We decided on using a secure Public Cloud solution to achieve our goals in a timely manner. The selection process was however difficult because we had very high demands on security, transparency, traceability and cost-effectiveness”, says Claudia Erlinger, Head of Administration and IT at APK Vorsorgekasse AG. In the end, the decision went in favour of the Fabasoft Cloud. The most important deciding factors were local data storage in a data centre in Germany, Austria or Switzerland, certified European standards of security and quality with regard to quick, personal, qualified and contractually guaranteed support. “We were particularly impressed with the incredibly swift implementation of the project by Fabasoft. The Upper Austrian Cloud provider clearly exceeded our expectations concerning this matter”, Claudia Erlinger describes her experiences.

## Benefits of the Fabasoft Cloud

One of the main benefits of using the Fabasoft Cloud is the fact that it connects the two locations of APK Vorsorgekasse AG in Vienna and Linz. Documents and processes are now digitised, automated and managed across boundaries, independently of the location and with full traceability. Each person involved always knows where to find a document. Process participants have access to all information that is important to them at any time. “We are now saving more than half of the time required for our internal processes and can invest these economies in continually improving our customer service”, Erlinger adds. The Fabasoft Cloud is certified as a revision-safe archive according to IDW PS 880.

Data and documents no longer need to be printed, which leads to further important savings in day-to-day business. Within the Fabasoft Cloud, collaboration takes place in so-called “Teamrooms”. Individual users as well as predefined organisational units can be granted the right to read, to modify or to carry out all activities. This ensures full transparency by knowing who accessed or modified what data and when. “Working with the Fabasoft Cloud has taken traceability of our internal processes to a new level of quality”, Erlinger is impressed with the European Business Cloud solution.

## Continuing on this path

At APK Vorsorgekasse AG, the Fabasoft Cloud has successfully passed the tests of day-to-day business. Convinced by the persuasive results of operative use, management has decided to recommend that the Fabasoft Cloud be rolled out across the entire APK Group.

## About the company

An important player in the financial market, APK Vorsorgekasse AG is creating sustainable added value for its clients. The company is committed to security, transparency, competence and innovation in answer to the trust that thousands of people are putting in APK. Quality, security and cost-effectiveness are key criteria when selecting business partners and suppliers. APK is particularly committed to cooperating with regional partners. The financial services provider aims at leaving a sustainable footprint over the decades ahead. Clients have high expectations regarding competent and unbiased advice that is free of any conflict of interests. The company therefore focuses on the continuing development of its organisation, its internal systems and customer service.

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