



## How Intertrust raised productivity and cut costs while on a mission to go paperless

### DIGITAL TRANSFORMATION

IN

### WEALTH MANAGEMENT

**CLIENT:** Intertrust Group

**INDUSTRY:** Wealth Management

**PROJECT:** Digital Transformation

*"We have used Laserfiche to go digital, saving floors of office and cabinet space and making it easier to manage millions of files."*

- David Humphrey, Global Applications Manager

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**MBS**

#### CLIENT

Intertrust Group is a global leader in the trust and corporate services sector with more than 2,500 specialists working from 36 offices in 26 countries.

#### SOLUTION

MBS advised Intertrust to choose Laserfiche – a Document Management System that could give staff rapid access to information globally while providing sophisticated security to protect clients' confidentiality.

Laserfiche is easy to implement and scale up so that the business can continue to grow rapidly, both organically and by acquisitions.

#### BENEFITS

The time processing documents went from typically 5 to 7 days to typically 8 seconds to 15 minutes.

As a result, speed of service rose dramatically and productivity rose by over 14% across all staff – the equivalent of over an

hour a day per person. This enabled Intertrust to grow the client base with far fewer additional staff than had previously been possible.

Intertrust also achieved substantial cost savings. It reduced printing by more than 20 million pieces of paper per year. It freed up office space, reducing office costs while also providing room for more growth. Laserfiche also helped to maximise the benefits achieved of subsequent acquisitions.

