



Customer Story

DELL FINANCIAL SERVICES

Seamless Mail Management
and Secure Document
Storage



Customer Background

Dell Financial Services (DFS) has a global presence and is dedicated to helping customers finance their purchases from Dell by providing loans and lease financing.

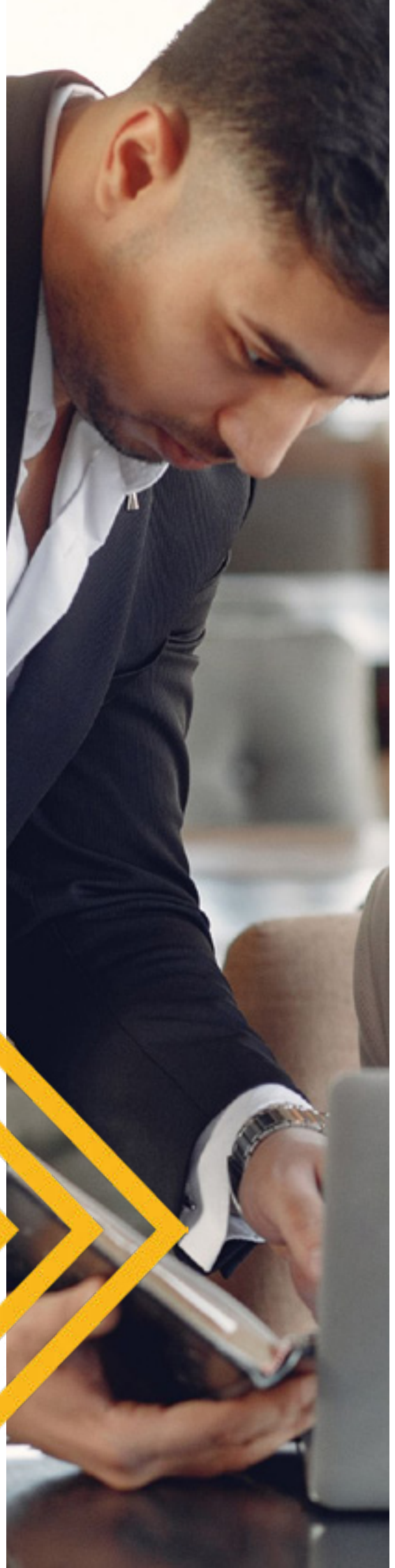
With a commitment to offering value added payment solutions and an excellent customer experience, DFS is a finance partner of choice to businesses that range from SMEs, Large Commercial Enterprises and PLCs.



Customer Challenge

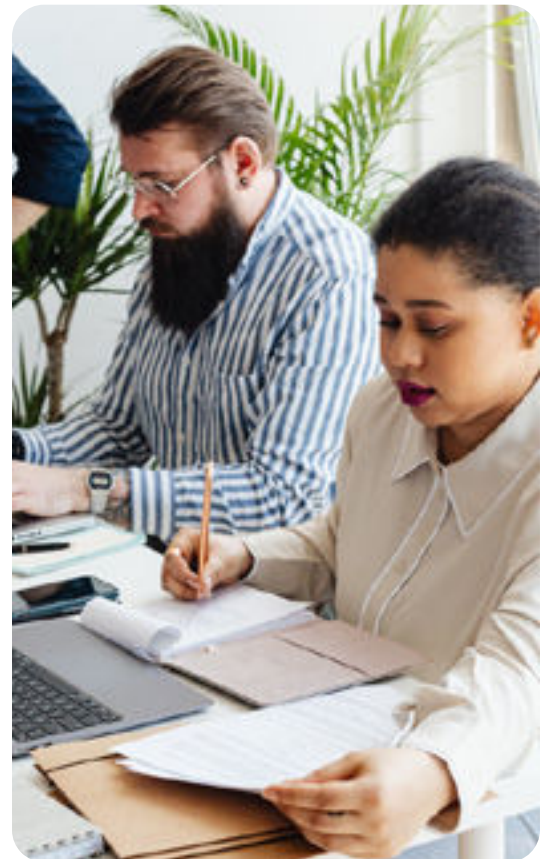
In Europe, DFS went live as a bank in 2013. As a rapidly growing company, DFS wanted to focus on their core business without being burdened by mail management. Receiving mail from 15 countries in their secure Dublin mailroom, DFS needed a trusted supplier to process confidential and potentially sensitive material with complete integrity. The post could be related to anything from compliance to sales and accounts.

Another key requirement was to streamline the buyer's experience by providing digital copies of documents including contracts. For the hardcopies they did have, they needed secure storage and destruction to comply with GDPR. To safely store these files would require specialised security. DFS realised that it would be prohibitive to store files onsite due to the cost and space needed.



Customer Challenge

DFS selected Kefron Limited as their mail and document management partner in 2013 based on a recommendation. Kefron provided a worker dedicated to processing DFS' post and scanning. Mail was directed to their mailroom where Kefron's dedicated specialists would process the post. The most important part of this process was the scanning of contracts as they had to be uploaded within 7 days of receipt.



Service has always been exemplary. There's always been a very good relationship between both parties. We have been lucky enough to have 2 stand out performers from Kefron in terms of Dunja and Natalija."

Hereward Turley, DFS' Director of EMEA Operations



As the company grew, they outsourced document storage to Kefron. DFS' contracts needed storage for 5 years before being completely destroyed. Failing to do so would result in a GDPR breach. After a site visit to Kefron's secure, ISO-certified records centre, DFS chose Kefron as their provider. Since then, DFS perform an annual audit to ensure security is of a high standard. Storage and retrieval, according to Hereward, ***"works well, and is a very straightforward process."***



The Key Benefits

DFS has experienced consistently high quality work from Kefron. Quarterly reviews with accounts managers, Fiona Smart and Paul Murray, ensure the maintenance of KPIs and SLAs.



Our goal is on delivering the best experience to our customer. One of the key things for our customers is that we send them a copy of their contract quickly and most importantly securely. Kefron delivers on this goal. It's all about where the best cost of delivering this is and for DFS that's most definitely Kefron. We need a trusted partner who we can work with and we see Kefron as an integral, trusted partner."

Hereward Turley, DFS' Director of EMEA Operations

The strong relationship between DFS and Kefron, built on regular communication, has fostered mutual improvement and collaboration.

“

We've built the trust, built the collaboration, built the relationship, and performance is excellent. We don't need to seek other options. There is no level of dissatisfaction, and pricing is competitive.”

Hereward Turley, DFS' Director of EMEA Operations

With no dissatisfaction, DFS appreciates the competitive pricing and excellent performance that Kefron delivers.



The Kefron logo features a stylized 'K' icon composed of three overlapping triangles in red, green, and blue, followed by the word 'kefron' in a white, lowercase, sans-serif font.

kefron

A series of overlapping, diagonal geometric shapes in yellow, light green, and cyan are positioned on the left side of the page, partially overlapping the building image.

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