



## Customer success story

### Digital Archive

KPN has a far-reaching presence, broad product portfolio, and various mergers and acquisitions. These result in a large volume of contracts to be maintained. To avoid compliance risks, increase customer satisfaction and win more deals, KPN chose Onior Dossier Management (ODM) powered by Machine Learning technologies. It is an innovative solution to store agreements centrally and manage them more efficient.





### About the customer

KPN is a leading landline and mobile telecom company that is also known as the most sustainable telecom company worldwide. It has 6.3 MM fixed-line telephone customers in the Netherlands only; 33 MM KPN mobile subscribers in the Netherlands, Germany, Belgium, France, and Spain; 2.1 MM Internet users.

### Industry

Telecommunications / TV / IoT

### Challenges

Create a single view of compliance assurance

Search for the right contracts was time-consuming and costly

### Solutions

Onior Dossier Management (ODM) for centralized archive

Doculayer ML technologies:

- Automated metadata extraction
- OCR/Post-OCR to increase the quality of scanned documents

### Results

Single, cost-effective, compliant archive that provides a complete view on all the sales contracts

## More efficient, sustainable, and greener with ODM

“Before implementing Onior Dossier Management (ODM), all departments had own isolated archiving solution. They stored documents either on a shared drive or on paper in cabinets at the back of their rooms,” said Hans Bakker, KPN Contract Services Consultant. “So when our sales team requested a specific contract, we had to hunt through all these sources to find it. It took us an incredible amount of time. But even when we managed to find it, we were still uncertain if that was the right version,” added Hans. There was no central place to look for contracts, making it an inefficient and time-consuming process.”

Looking continually for more efficient and greener ways of work, KPN decided to fully digitize sales contract management and create a central contract repository. “We’ve migrated six different environments to ODM, now providing a single and complete view on all sales contracts. Moreover, we’ve removed almost all paper archives and now only store hard copies in case it’s enforced by law,” pointed out by Hans. By reducing the paper consumption footprint, KPN supports its status as the most sustainable telecom company worldwide.

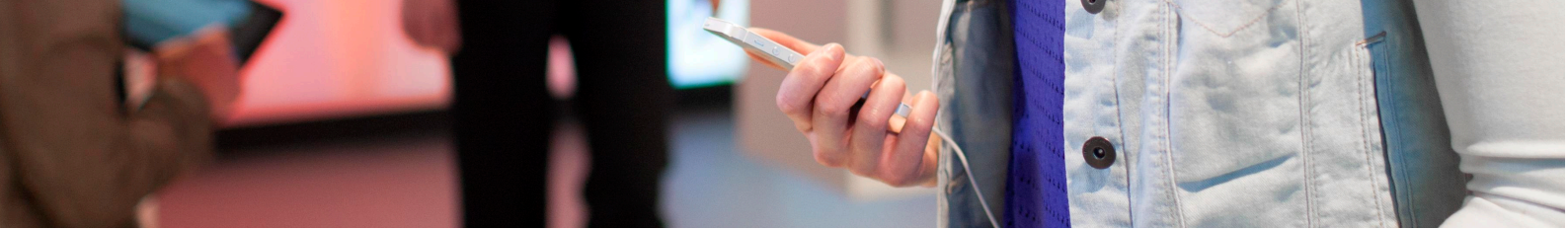
## Key factors for choosing ODM

As part of the solution selection process, KPN investigated both international niche players and local vendors in the domain of legal discovery and enterprise content management.

Ultimately the preference was given to Onior. “Onior was able to build the best business case by proving the fastest ROI and cost efficiency of the project. And in addition to its innovative technologies, Onior brought a vast amount of enterprise content and compliance knowledge”.

ODM combines a user-friendly interface with powerful capabilities. “The platform impressed us first with its look and feel. It has a clean, user-friendly, and intuitive interface. With that, it lowers the learning curve and eases the adoption of the new platform. The lightning-fast search and advanced metadata were also the key differentiators that made Onior stand out from other solutions”.





Being at the forefront of innovations, KPN was amongst the first companies to integrate the latest developments of Onior - AI/ML product Doculayer. It provides unique scientific-technological advantages and offers a broad array of ML options. Doculayer empowers people to perform their work more efficient and unlocks the real potential of large data volumes. To improve data quality and enrich contracts managed by ODM, KPN integrated Doculayer's intelligent OCR, Post-OCR and automated metadata extraction features.

"Metadata is incredibly important for us, but filling out all the fields manually took up a lot of time. Therefore we decided to automate metadata extraction, which helped us a lot to reduce manual work, time constraints, and data-entry errors". Amongst many other data fields, KPN uses Doculayer's algorithms to extract contract start and end dates, providing a solid foundation to implement contract retention management.

Metadata is critical for accurate search results, information compliance, and overall contract management processes. Advanced metadata not only covers the basic information about the contract, such as its title or type but also includes the information that doesn't appear in the contract body text itself. For example, information whether a hard-copy is stored, a reference to its internal number, or other data which is of interest to risk or client relationship management initiatives.

"People tend to think of an archive as dusty racks filled with paper that no one ever views again as soon as it hits the shelves. However, with ODM we prove that archived data has substantial value and hidden potential. An archive is a dynamic system that contains lots of historical data and knowledge that we can further use for intelligent decision-making processes," Hans added.

#### About Onior Group B.V.

With its flagship product Doculayer, Onior provides smart content solutions for contracts, employee files, marketing assets, and archiving.

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## Drive for results and efficiency

In 2017, KPN started rolling out the implementation of the new sales contract management solution based on the Onior Dossier Management (ODM) application. Since then, powered by Doculayer's advanced ML/AI capabilities, KPN has been able to migrate close to 2 million contracts to ODM - and still counting. Now they have a centralized contract archive, which helped to improve overall contract management processes, boost productivity, and lower costs by reducing manual labor.