



Our product lines have been freed from **manual check processes**.

Agata Jarbin, Executive General Manager and Project Sponsor, State Trustees, Victoria



Improving legal and financial services to all Victorians

On a journey to digital maturity, State Trustees is injecting efficiency and far-reaching process improvements to revolutionise the vital legal and financial services they provide to the people of Victoria.

Known internally as the Paperlite Project, the digital transformation has eliminated paper and manual handling of all incoming correspondence, replacing it with efficient, consistent, automated processes to deliver a significant uplift to its service delivery capability.

Using integration via a sister project known as Pronto, managers have full visibility of all processes. Customer Service Consultants access complete information whenever

they need it, which can be critical to helping clients in need.

Leveraging their long-term investment in Objective ECM, State Trustees has evolved its use of workflow to deliver:

- **Visibility across processes** - for easy monitoring, troubleshooting and proactive improvements.
- **Reduced overheads** - in both costs and time.
- **Compliance** - simply happens, as a by-product of well governed processes.
- **Digital maturity** - the project was pivotal to implementing industry-leading process improvements, which ultimately lead to better client service delivery.



Identify and remove bottlenecks

Faster and easier task allocation

Ability to view status at any point in time

Enhanced information and process governance

