

## Modern document management made by Rhenus Office Systems

**In the digital age, there is no type of goods more valuable for companies than value-adding information. It is a key competitive advantage for companies to extract this from masses of available data and keep hold of it. Rhenus Office Systems provides its customers with comprehensive support in the implementation of their digital strategy in terms of both physical and digital information.**

As an external service provider, Rhenus Office Systems offers documentation, information and individual process management ranging from inbox, digitalisation, archiving, data disposal and recruitment solutions, to customer management, cloud and BPO solutions. And of course, the customer's needs and compliance with all data protection regulations always come first.

Rhenus Office Systems offers its solutions – that are tailored to the customer's needs – as modular service components or a complete value chain. The services offered in the solutions span the entire information lifecycle – from creation to archiving and disposal.

### Expansion

To meet the challenges of the future, Rhenus Office Systems is consistently developing its offers and has expanded its services with several acquisitions in recent years. In 2016, Rhenus Office Systems acquired 100 per cent of the shares in OS Informations- und Organisations-Systeme GmbH, increasing its presence in the healthcare industry and the public sector. Rhenus Office Systems also significantly strengthened its customer relationship management with the acquisitions of KundenProfi in July 2016 and :people! in January 2018, which it then merged to form the subsidiary Rhenus BPO Services.

### Overview of selected services

- **Digitalisation | Archiving | Data disposal**

Digitalising documents provides companies with many advantages. For example, a file no longer needs to be transported from A to B or physically stored, removing the associated costs. Employees can also access the file regardless of where they are working. Plus, Rhenus Office Systems indexes the electronic files so that content within the document can be searched quickly.

Some documents are so important that they need to be physically stored. And it is not always profitable to digitalise complete archives of files. That's why Rhenus Office Systems operates Europe's most modern high-security archive.

Confidential documents are stored there until the legal time limits have expired or the customer no longer needs them.

If a customer needs information from a file in storage, the file is retrieved in the shortest possible time, the information is digitalised and then transferred to them electronically, or sent physically, if desired. If an expiry date is reached, Rhenus Office Systems sends a reminder and, on request, disposes the file(s) securely in its mobile or stationary shredders.

- **Clerical processing | Mailroom management**

Employees who have to deal with administrative processes on top of their main tasks lose valuable time. Rhenus Office Systems analyses business processes and provides support with customer contact, data maintenance or processing requests, for example. Rhenus employees can do this at Rhenus sites or at the customer's company.

A company's mailroom is where everything from customer queries to internal issues ends up. The quality and speed of processing is crucial for the flow of information. Rhenus Office Systems sorts, distributes and processes both physical and digital post, and undertakes mailing and shipping activities.

- **Recruitment**

Competent employees are more important than ever for companies when there is a shortage of skilled personnel. But demand fluctuates, with seasonal peaks quickly leading to bottlenecks and order stagnation resulting in overcapacity. Rhenus Office Systems' trained specialists and managers ensure that companies remain flexible and employees are ready for when they are really needed.

- **Customer management | Cloud and BPO solutions**

The customer is king, as the saying goes. However, long waiting times and bad advice are often the reality in customer service. Professional customer management lays the foundation for the customer committing to a company in the long term and is often time-consuming. A friendly approach, plenty of understanding and most importantly a fast solution to the customer's problem are what is required.

As a customer management service provider, the customer contact specialists at Rhenus BPO Services take on the communication between companies and their customers – both in B2B and B2C business. This means that Rhenus BPO Services operates the customer hotlines for large telecommunication companies and supports them in fault analyses and fault clearance.

## **Digitalisation as a driving force for innovation**

An increasing number of robotic solutions are also entering the digital working world. Rhenus Office Systems does not just use software robots in-house, it also offers Robotic Process Automation (RPA) to its customers. This allows companies to automate processes efficiently and save employees from having to perform repetitive tasks. RPA reduces costs, increases quality and delivers results that can be replicated. These robots help in competitive analyses, identify customer preferences and can propose appropriate purchase offers, for example.

Customers of Rhenus Office Systems expect agile and innovative experts to support and guide them through the digital transformation. This includes thinking outside the box and exploring new avenues. Processes are analysed and improvements are developed in discussions with other companies, start-ups and industry specialists. To ensure that this succeeds, Rhenus Office Systems started the Digital Hub Team, which is laying the foundations for a successful digital future. As well as the development of digital products, this also includes strategies and the further development of IT applications to ensure even better networking.

Rhenus Office Systems is also active in the implementation of smart home solutions. In a smart home, networked devices communicate and interact with each other and can be controlled centrally via remote. This means heating and lighting can be adjusted to the requirements of the situation, for example. Rhenus BPO Services installs and sets up devices or takes over the customer service and sends an electrician or technical engineer to the customer.

## **About Rhenus Office Systems**

**Rhenus Office Systems GmbH offers documentation, information and individual process management ranging from inbox, digitalisation, archiving, data disposal and recruitment solutions, to customer management, cloud and BPO solutions. Rhenus Office Systems provides comprehensive support for its customers' physical and digital information, as well as in the implementation of their digital strategy. The Rhenus Group is a global logistics service provider with an annual turnover of € 5.4 billion. More than 33,500 employees serve Rhenus' customers at over 820 sites.**

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