

Case study

Travelex

Travelex
worldwide
money

Key information

Customer:	Travelex
Industry:	Financial Services
Location:	United Kingdom
Number of sites:	1,100 stores & 900 ATMs
Revenue:	£534 million
Employees:	6,400
Solution:	Docuware for Invoice Processing Workflow Management Outlook Integration Secure Archiving



Background

Founded in 1976 and headquartered in London, Travelex Group is the world's largest foreign exchange bureau. With revenues of £721.5 million and over 6,500 employees, Travelex provides services including international payments, bureaux de change, and prepaid travel cards.

As the company expanded, manual processes in their legal and finance departments created inefficiencies. Paper-based archives delayed document retrieval and hampered collaboration, while manual invoice handling caused processing delays and limited scalability. To address these challenges, Travelex partnered with ELITE to implement a tailored DocuWare solution.

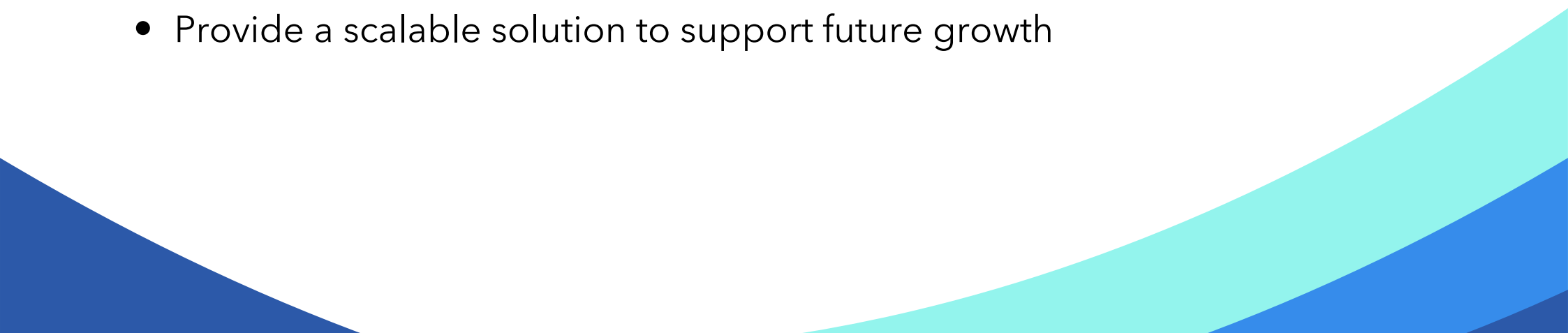
Challenges

Travelex faced operational challenges that hindered efficiency and growth. The legal department struggled with paper-based archives, which took up valuable space, slowed document retrieval, and posed security risks. The lack of a centralized system also made cross-border collaboration difficult.

In finance, the company dealt with inefficiencies from using separate systems for invoice storage and approval, causing delays and errors, especially for invoices without purchase order numbers. As Travelex expanded, managing regulatory compliance and secure document access became increasingly complex.

Requirements

ELITE thoroughly assessed Travelex's challenges and collaboratively established the criteria that would define the project's success:

- Enable centralised, secure global access to documents
 - Seamlessly integrate with the existing finance system
 - Connect with Outlook for secure e-mail capture and archival
 - Automate workflows for non-PO invoices to reduce delays
 - Ensure strict adherence to document retention policies
 - Improve collaboration between international teams
 - Provide a scalable solution to support future growth
- 
- Decorative geometric shapes in shades of blue and teal at the bottom of the slide, consisting of several overlapping triangles and trapezoids.



The Solution

ELITE proposed Docuware Cloud to streamline processes and document management globally for Travelex.

Travelex's legal documents were migrated into Docuware's encrypted repository. This centralized system provided global teams with instant, secure access to legal documents, improving collaboration across borders and reducing security risks associated with paper-based archives.

DocuWare was seamlessly integrated with Outlook, enhancing workflow efficiency by enabling the legal team to access and manage documents directly within Outlook, without disrupting their existing processes.



The solution was then extended to Travelex's finance division, initially for secure invoice archival. Automated workflows were then developed to handle non-PO invoices, ensuring faster processing, timely approvals, and a significant reduction in manual input and errors - boosting overall efficiency across the finance department.

In France, Docuware was configured to securely store customer IDs for currency exchange transactions. The system used encrypted, read-only cabinets to ensure the secure handling of sensitive data, ensuring full compliance with local regulatory requirements.

Outcomes

The implementation of DocuWare brought about significant improvements for Stonegate Group, addressing their operational challenges and delivering tangible benefits across their accounts payable processes:

- **Increased efficiency:** Automated workflows and instant document retrieval saved substantial time for legal and finance teams
- **Enhanced collaboration:** Centralised access enabled seamless communication across continents, improving departmental synergy
- **Improved scalability:** The agility of Docuware allowed the solution to evolve with Travelex, supporting additional departments and use cases
- **Strengthened compliance:** Secure archival systems ensured strict adherence to retention policies and protected sensitive customer data



Who we are

ELITE Document Solutions are the **UK's 1# Docuware partner**, maintaining our prestigious Diamond Member and Platinum Partner status for over a decade.

We help organisations leverage the power of workflow automation to transform manual business processes; saving time, reducing operational costs and improving efficiency.

Open to learning more?

Contact us and speak to an expert, today.

Trusted by

ELITE

stonegate
PUB COMPANY

MELIÀ HOTELS
INTERNATIONAL

Délifrance
LIVE EVERYDAY DELICIOUS

daylesford
ORGANIC FARM GLOUCESTERSHIRE

BELAZU
LOVED & TRUSTED
CHEF-GRADE INGREDIENTS

NPA NATIONAL
PHARMACY
ASSOCIATION

futures
housing group

IMPERIAL LONDON
HOTELS

SANTA FE
RELOCATION


THE RITZ - CARLTON

TRAVCO

Dorchester
Collection

Samworth Brothers
QUALITY FOODS

SHANGRI-LA
THE SHARD
LONDON

ROYS
EST. 1895

WORKSPACE

Kenwood plc.

Abbeyfield
Living Society

Orwell

Travelex worldwide money