

Case Analysis



Digitex supports growth for one of Alberta's largest financial institutions

CLIENT

One of Alberta's largest member-owned and community based financial institutions.

PROJECT SCOPE

As an Alberta based financial institution, this organization was tasked with managing the growth and transition phase of multiple offices throughout Alberta. As a growing organization merging over one hundred offices in dozens of Alberta communities, a tall order of change management was necessary. To manage a transition of growth, the financial institution required the support of an organization that could sustain the size and scope of the transition project and help make it easier to maintain technology in each location.

"We have a very demanding environment. Digitex has been able to offer consistent service across the Province."

DIGITEX VALUE

Digitex manages over 200 devices in over 100 locations across Alberta. We utilized a variety of tools and support ideas to capture the existing information that the financial institution required from multiple locations. A separate needs analysis was done in each location to determine what would work inside of each office. Merging many offices with multiple financial and proprietary programs required a unique and innovative effort to understand, so that Digitex could best manage an organization that was experiencing such a large transition.

Digitex offered the financial institution the ability to reduce the time involved with their existing payables workflow for each location. Digitex also spent the time understanding the technical specifications for a variety of in house programs that were all different to give the end users what they really needed, which led to a solution that works.



ABOUT DIGITEX

Digitex is a privately owned Alberta based company with offices in Calgary, Red Deer, Edmonton, Ft. McMurray, and Saskatchewan. Digitex has been providing document solutions & services since 1997.

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