



DANSKE BANK INVESTS IN FOXIT PDF EDITOR TO ENABLE GROWTH AND REDUCE END-USER ISSUES

Danske Bank

CASE STUDY

Laima Kaspars, a Test Coordinator from Danske Bank, is responsible for various testing activities across the bank. To ensure smooth IT implementations is a huge challenge and responsibility. Laima and the team need to be prepared for anything and everything, be it large stakeholder expectations, different applications, or helping their colleagues obtain reports, input data or day-to-day workflow processes. Laima's job is to make sure that changes controlled by her team, such as the introduction of the latest Microsoft Office package, and Windows builds, including a new PDF Editor, would go as smoothly as possible.

“We couldn't do what we do without PDF”

Danske Bank prides itself on releasing the potential in people and businesses by using the power of finance to create sustainable progress today and for generations to come. To do so, they need to be supported by the best digital solutions in the market.

Danske Bank has more than 22,000 employees globally, working in different departments. PDF editing and creation are used widely and across all bank departments and disciplines, from anti-money laundering specialists to IT project managers. “The ability to create and edit PDFs helps every department,” adds Laima. “We couldn't do what we do process-wise without PDF.”

Yet it was time for Danske Bank to explore new options for working with PDF.

The search for a better PDF editing solution leads to Foxit PDF Editor

“We wanted to have a partner that could help us grow and make our daily routine easier,” explains Laima. “We wanted a company that not only has a good product but also a support model which allows reacting instantly to end-user complaints.”

The team researched the market, paying close attention to the latest developments in PDF technology, and tested multiple PDF editors, including Foxit PDF Editor. They compared not only features but company technical support. “We had several requirements, like speed, quality of PDFs, and features, but a strong support model was paramount,” she said.

Foxit PDF Editor rises to the top

Not surprisingly, in a modern technology market for PDF products, Laima found that many PDF editing companies offered feature sets that looked similar, so she looked beyond the norm. “The biggest question for us was the quality of features in combination with support options,” she adds. “With Foxit, we found that the overall package was superior.”

Foxit PDF Editor opens doors to growth and better services

Danske Bank is the biggest financial institution in Nordic countries, uniting more than 3,3 million customers. While offering banking services, they also provide life insurance, pension products, mortgage finance, asset management, real estate agency services, and leasing - everything to make day-to-day banking, financial decisions, and the sustainable choice easy.

Being able to grow the business, reduce user complaints, plus create, edit and share reports, documents, and marketing materials is a priority for this brand-name bank. With Foxit PDF Editor, the bank found just what it needed to help keep growth on track.

That assessment bore out once Danske Bank implemented Foxit PDF Editor upon Laima's team's recommendation. "With Foxit PDF Editor implemented, we saw an impressive 10-fold reduction in our end user support incidents regarding PDF Editors. That saved us money and the efforts of several departments, including not only end users and service desk calls but our own staff as PDF editing users. Foxit's great support model allows us to catch issues before they become problematic for our regular users. That's a major boost to our workflow and revenue retention."

All the benefits achieved with Foxit add up

When it comes to quantifying the improvement, Laima is proud to put numbers on the improvement that Foxit PDF Editor has made. "I can happily say that we've reduced overall PDF editing user incidents by more than 10 times. It helps our IT support and creates a better user experience for our employees. Everyone is very satisfied."

