

# TAB CUSTOMER PROFILE

## *Financial*

### TAB Plays Starring Role In Household Finance Corporation's STARS System

#### *Profile Summary*

*Increased file accessibility*

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*Improved customer service*

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*Increased productivity*

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*Reduction in overhead costs*

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#### **Business Challenge**

Household Finance Corporation (HFC), one of the nation's leading home lenders, sought to increase the sales productivity of their employees and reduce administrative overhead costs. HFC estimated that only 20% of their employees' time was spent selling and marketing the company's financial services, while the remainder was monopolized by "backroom" processing functions (investigations, collections, payment processing, and other clerical duties). In an effort to significantly improve this ratio, HFC planned to centralize "backroom" functions while implementing the Sales Team and Regional Servicing (STARS) concept, a program of turning HFC branches into customer-focused sales and marketing organizations.

#### **TAB Solution**

TAB installed a TAB-TRAC mobile storage system for HFC that could store over 100,000 financial records in a limited amount of space. Subsequently, TAB assisted HFC with the development of an efficient filing system for HFC's STARS facilities that included color-coded filing and Unit Spacefinder storage systems.

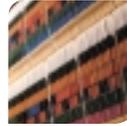
#### **Results**

TAB's file management solutions enabled HFC to develop a single pilot center that could readily handle the processing work of more than 73 HFC branches. Not only did TAB provide space saving solutions for HFC's regional service center, but also helped to dramatically increase productivity in the company's branches. Only six months after implementation, HFC reported an 89% increase in overall productivity.

## About TAB

As a recognized leader in the records and information management industry, we develop custom solutions that enable our customers to control, store and access critical information. We offer top quality filing systems, media storage equipment, furniture systems, imaging solutions and specialists that solve complex records and information management challenges. With more than 50 years of experience, we serve customers in a variety of industries including legal, finance, healthcare, insurance, manufacturing, education and government.

## TAB SOLUTIONS



### FILING SYSTEMS

*Increase Information  
Access & Productivity*



### STORAGE SYSTEMS

*Maximize Storage  
& Optimize Space*



### FURNITURE SYSTEMS

*Improve Workspace  
Design & Efficiency*



### IMAGING SOLUTIONS

*Automate Workflow  
& Reduce Risk*



### PROFESSIONAL SERVICES

*Design & Implement  
Complex Solutions*



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