

# Christian National Trade Union Federation (CNV)

Case Study

**TUNGSTEN**  
AUTOMATION



## Case Study

# CNV Enables Faster Services for Union Members by Moving to Tungsten TotalAgility®

Christian National Trade Union Federation (CNV), a federation of trade unions in the Netherlands, strives to help its members enjoy secure work and fair wages. The organization's legal department plays a vital role in this mission, and the organization teamed up with Ricoh to help provide its legal team with faster access to correspondence. By bringing AI-powered automation from Tungsten TotalAgility® to the mailroom, CNV boosts document capture accuracy by 20%, processes around 3,900 paper documents per year, and empowers legal professionals to work more efficiently.

**20%**

Increase in Data  
Capture Accuracy by  
Upgrading to TotalAgility

**~3,900**

Paper Documents  
Processed Annually by  
Upgrading to TotalAgility

**Accelerates**

Access to Key Legal  
Documents by Upgrading  
to TotalAgility

"Our legal teams get faster access digitized documents with TotalAgility, which in turn enables them to respond faster and advocate for our members more effectively."

**Marianne Kloet,**  
Application Administrator, CNV

## ABOUT CNV

CNV International is an independent foundation, closely linked to the National Confederation of Christian Trade Unions (CNV) in the Netherlands, the second-largest trade union confederation in the Netherlands. Together with its partner organizations, CNV International protects and promotes workers' rights based on the principles of international solidarity, personal responsibility, social dialogue and pluralism.

## REQUIREMENTS

- Accelerate and future-proof document capture processes in the mailroom
- Reduce operational costs associated with document capture
- Enhance information security and data governance
- Streamline and automate additional document-driven processes

## PRODUCTS IN USE

- Tungsten TotalAgility®

## Challenge

With origins dating back to 1909, Christian National Trade Union Federation (CNV) is a federation of three trade unions in the Netherlands. For over a century, the organization has strived to help its 350,000 members enjoy safe and rewarding work and get what they expect from their careers.

**"AI-powered intelligence in TotalAgility allows us to forward documents to the relevant teams automatically, saving around seven hours of manual work every month."**

**Marianne Kloet,**  
Application Administrator,  
CNV

Marianne Kloet, Application Administrator at CNV, explains: "CNV has evolved its operational structure and approach significantly over the years, and it's crucial for us to continue to adapt to the changing needs of our members. For example, we were an early adopter of social media channels for member outreach, and we were one of the first unions to advocate for workers suffering from long-term effects of COVID-19."

To support its members, CNV's 110-person legal team constantly sends and receives correspondence relating to matters ranging from individual employment disputes to collective bargaining agreements.

"Every week, we receive around 75 paper documents in our mailroom," continues Kloet. "To keep negotiations and legal proceedings moving forward, we want to process inbound documents as quickly and accurately as we can and then forward them to the appropriate internal teams for action."



For many years, CNV has leveraged workflow automation solutions from Tungsten Automation to streamline mailroom activities. As the IT infrastructure underpinning its Tungsten Capture and Tungsten Express solutions approached end-of-life, the organization decided to seize the opportunity to enhance its automation capabilities.

“We realized that moving to the latest AI-powered workflow engine from Tungsten TotalAgility had the potential to accelerate our mailroom workflows,” explains Kloet. “CNV is also preparing for a cloud-first transformation, and we knew that moving to TotalAgility would give us the ability to shift smoothly to cloud in the future.”

## Solution

CNV engaged its trusted technology partner Ricoh to help it plan and execute the deployment of Tungsten TotalAgility.

“We chose the Ricoh team for their strong knowledge of Tungsten solutions and solid track record of similar migration projects,” recalls Kloet. “We were confident that Ricoh had the expertise and the experience to help us translate our business needs into an effective solution.”

As the first step, Ricoh worked with CNV to migrate its existing Tungsten Express workflows to TotalAgility, deployed on a brand-new virtualized server infrastructure at CNV’s headquarters. Next, the Ricoh project team helped CNV to perform functional and non-functional testing and train its mailroom teams to use the new solution.

“It was important for us to keep our user community engaged with the project every step of the way,” says Kloet. “Ricoh helped us provision a test environment for TotalAgility, which allowed us to get our mailroom teams up to speed with the solution without the risk of impacting our production activities. In the

future, the test environment will also be very useful for trialing new document workflows and digital integrations.”

With support from Ricoh, CNV achieved a smooth transition to TotalAgility. Kloet comments, “TotalAgility gives us capture and business process management capabilities in a single solution. And because TotalAgility is a low-code solution, it’s now easier than ever for us to design new workflows.”

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## BENEFITS

- Boosts data capture accuracy by 20%
- Delivers faster access to key documents
- Processes ~3,900 paper documents per year
- Enhances security with role-based user access
- Lays the foundations for a future move to cloud

## Results

By embracing TotalAgility, CNV is unlocking greater efficiency and productivity in its mailroom—contributing to the effective delivery of services for union members across the Netherlands.

“Our mailroom operators are very comfortable and confident with TotalAgility, and the solution is already making a big difference to the speed of our document routing processes,” says Kloet. “We can now digitize and capture data from inbound documents with 20% greater accuracy. Crucially, AI-powered intelligence in TotalAgility allows us to forward documents to the relevant teams automatically, saving around seven hours of manual work every month.”

Kloet adds: “TotalAgility allows us to deliver role-based access for each of our mailroom users, which contributes to improved information security and data governance.”

Consolidating its document capture and workflow automation capabilities to a single solution allows CNV to enhance operational cost-efficiency while accelerating document-driven processes.

“Our legal teams get faster access to digitized documents with TotalAgility, which in turn enables them to respond faster and advocate for our members more effectively,” states Kloet. “Our teams can also search for text within digitized documents, enabling them to find information much more easily.”

Looking ahead, CNV plans to build on its success with TotalAgility by using the solution’s low-code process design environment to build new digital workflows.

“With TotalAgility, we have the flexibility to integrate with a wider range of business systems, which opens up new automation possibilities,” comments Kloet. “In the long term, we’re very excited to leverage Tungsten Copilot. By harnessing the latest generative AI technology from Tungsten, we will be able to analyze and summarize documents within seconds—saving even more time and helping our teams provide more effective support to our thousands of members across the country.”

## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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