Case Study :
Global Financial Institution

IMAGE ACCESS CORP

ABOUT

When business units have a need for business applications or equipment - they rely on an IT Shared Services Group for advice and support. Such was the case for a leading Global Financial Services Firm operating in more than 60 countries and has over 240,000 employees, that was looking for a more efficient way to enable, deploy and support capture requirements for all lines of businesses worldwide.

INDUSTRY	LOCATION	EMPLOYEES
Financial Services	60 Countries	240k+

APPLICATION

COGNITIVE CAPTURE

Image Access provides intelligent document capture services that simplify content processes.

Whether content is structured, unstructured, handwritten, or typed, we deliver automation through AI orchestration.

CHALLENGES

Supporting departments with a common document capture solution that was not flexible enough to meet volume, document variables and timeline requirements affected overall competitiveness and customer satisfaction - and became a major challenge. When changes were needed, the current solution had to be "customized" with specialized development, impacting responsiveness to business units needs, errors in processing documents and complexity of support.

IMPLEMENTING A GLOBAL COMMON CAPTURE PLATFORM	BEING RESPONSIVE TO CUSTOMERS' AND BUSINESS UNITS' NEEDS

Consequence of not being responsive?

Lost Customers & Delayed time to money

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REQUIREMENTS

▸ Eliminate the need to install and support a capture SW application on every user's desktop PC.

▸ Performance and functionality could not be compromised as compared to current thick client solution.

▸ Leverage current advanced capture and ECM environments investments.

▸ Be able to capture scanned and e-docs.

▸ Not cause a user to wait while one set of documents is uploaded before starting to capture another.

▸ Comply with all internal and industry security standards for browser-based applications.

▸ Easily implement capture when required anywhere in the organization.

▸ Be able to quickly reconfigure as new document types and processes arise.

▸ Centrally manage all users, jobs and document class definitions.

THE SOLUTION

ImageTrust
WEB-BASED CAPTURE PLATFORM

When this financial institution set out to identify a capture platform with tight integrations to line of business systems and applications which all departments could leverage globally, they reached to Image Access Corp., a long time provider of Capture and ECM Solutions .

The financial institution was seeking a capture solution that was web-based, as this would bring many efficiencies to implementing and supporting many users, document types and lines of businesses world wide. The solution had to be cloud friendly as part of the bank's policy to move all their infrastructure to the cloud. When evaluating other browser based solutions - performance and security issues prohibited implementation.

After going through a rigorous process to completely understand requirements, document types, user and World Wide Lines of Business needs, Image Access Corp's web based capture solution ImageTrust – was chosen as the capture platform. The Global Trade Department along with the Legal Department (Subpoena processing) were two of the first departments that went live with the new solution leveraging ImageTrust's unique functionality including the Automatic Redaction of Personal Identifiable Information (PII) solution.

RESULTS

50%
reduction in time
for implementations

SIGNIFICANT
reduction in
User errors

INCREASED
revenue via a
more efficient
onboarding process

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ImageTrust BENEFITS

‣ INCREASED RESPONSIVENESS

Because capture is common across all applications and integrated with a common workflow platform, reviewing and processing requests for services is much more efficient and less time consuming.

‣ REDUCTION IN ERRORS

Due to ImageTrust being extremely easy to learn, use and work with, there are less errors and quality issues downstream in the business process.

‣ SIGNIFICANTLY FASTER IMPLEMENTATIONS

Creating and deploying new capture jobs, new projects or new document types can be done 50% faster than with most traditional capture solutions. The Enterprise Architecture, enabled the ability to offer this solution to over 160 internal departments

‣ OVERALL LOWER COSTS

Because ImageTrust is web-based with the ability to be centrally managed, significant cost savings can be realized from:

- Eliminating the need to utilize resources for local desktop support
- Leveraging existing advanced capture services eliminates additional investment requirements
- Less time and resources required in analysis, testing and implementation
- User licenses are concurrent with no page or volume pricing

INCREASED RESPONSIVENESS	REDUCTION IN ERRORS	SIGNIFICANTLY FASTER IMPLEMENTATIONS	OVERALL LOWER COSTS

TESTIMONIAL

❝ *"The reason we use ImageTrust is because it is web based - enabling us to easily implement and deploy capture to literally 100s of departments and 1000s of users. When a new document type is required, it can be implemented in a matter of a couple of days, not weeks. End-user support has become very cost efficient. Additionally, we feel Image Access is not only a vendor, but part of our team".*

- IT Director, Shared Services