

EMC Captiva Implementation to automate distributed document capture processes

Company
leading Swiss private banking group

Industry
Banking

Country
Singapore

Solution
Distributed Document Capture Automation using EMC Captiva

Technologies
EMC Captiva 6 platform, eInput 2.1 MS SQL Server

Duration
8 weeks

Background

Our customer is a leading Swiss private banking group, with heritage dating back to the nineteenth century. As a Swiss private bank with a long tradition, bank concentrate on providing individuals and their families with bespoke investment advice and fully diversified wealth management solutions.

The Customer had the following requirements to automate their distributed document capture processes:

- Browser-based scanning for distributed workforce in Singapore and HongKong
- Batch scanning with ability to rescan and insert newly scanned images to existing batch
- Secure online scanning system to ensure the information protection
- Centralized system to increase the response time and reduce the IT expenditure
- Scan searchable PDF's for easy retrieval

Solution

Verinon has developed a scanning system based on EMC Captiva eInput platform and customized it to meet all customer requirements.

The solution simplified document scanning process with browser based scanning thus eliminating the need of installing client applications. EMC Captiva eInput enabled the customer to scan documents, import files, and add key index information. eInput was integrated with EMC Captiva InputAccel, enabling remote transactional paper-based processes to be integrated into centralized back-office processes this reducing cost and improving the overall productivity of users and business processes.

Following processes were automated to enhance the productivity of users in Singapore and HongKong offices:

- ✓ Booked accounts documents
- ✓ EAM documents
- ✓ Credit documents
- ✓ Employee Documents
- ✓ Common documents
- ✓ Finder documents

Result

The solution has been successfully rolled out and introduced into the business activities of the Customer.

We have received very positive feedback after several months of the system's utilization.

Among the most important business benefits noted by the Customer are:

- Greater performance efficiency in web-based scanning and document capture.
- Single solution across locations that addresses the needs of a growing bank
- Minimized the response time and enhance the productivity by real-time collection of documents are central location

Technical Overview

The solution features the following characteristics:

- The solution is based on the industry leading ECM platform (EMC Captiva and EMC Documentum).
- The solution is browser-based thus eliminating the need of installing client applications.
- The solution includes a well-designed security model based on business requirements – only special user groups have access to scanning, indexing and review.
- The Solution uses EMC Documentum as the repository and tightly integrated using out of box functionality.

About Verinon

Verinon Technology Solutions is a CMMi Level 3 and ISO-9001 Certified IT Services Company specialized in system integration services around Document and Content Management, Collaboration, Business Intelligence, Data warehousing, Conversions and Interfaces/adapters coupled with a select pool of custom development areas to clients around the globe.

Verinon is an EMC Documentum Global Services Partner since 2004. Our Documentum practice consists of 150+ full time consultants serving our esteemed clients at every corner of the world providing Enterprise Content Management, Digital Asset Management and Electronic Document Management solutions

United Status (Corporate HQ)
3395 North Arlington Heights
Road
Arlington Heights, IL 60004
tel:847.577.5256
fax : 847.577.5905

Singapore
6 Eu Tong Sen Street
05 -07 -The Central
Singapore 059817
tel: +65.6222.8897
fax: +65.6222.4749

Malaysia
Suite 3B-5-6. Level 5
Block 3B, Plaza Sentral
Jalan Staten Sentral 5
Kuala Lumpur
Malaysia 50470
tel: +60.32260.3423
fax: +60.32260.6424
(MSC Status Company)

India
(Asia Pacific HQ & STPI Unit I)
1-10-98/36/1, Dwaraka
Building
Dwarakadas Colony,
Begumpet
Hyderabad, Andhra Pradesh
India 500016
tel: +91.40.40314141
fax: +91.40.40314100

UK (EMEA HQ)
Great West House, Great
West Road
Brentford, TW8 9DF, U.K
tel: +44.208.326.5644
fax: +44.208.326.5645

Dubai (UAE HQ)
D-64, 4th Floor
Dubai Silicon Oasis Authority
(DSOA) Head Quarters
Po Box 341041, Dubai, UAE
tel: +971.4.3724229
fax: +971.4.5015777