THE CLIENT

A leading U.S. bank with more than 500 branches and more than $50 billion in assets selected Imagine Solutions to deploy enterprise content management (ECM) solutions to drastically reduce the bank's internal document transportation costs.

THE PROBLEM

The bank's central mailroom operated a costly branch transportation system which managed the transportation of 200 document types generated at the retail branch level. These documents were shipped to a central operations center for processing. The lack of imaging prevented the bank from keeping up with competitors in terms of prompt responses to customers and branch employees. Lost documents and exception processing created additional costs.

The bank's charge to Imagine Solutions was three-fold and specific: "One, you will be judged by your success in eliminating courier costs, period. Two, your solution must above all be easy to deploy. Not a single extra step for branch employees. If it's more complex than the way they already fax, it won't succeed. Three, you have six months to get our courier costs down to basically zero."

THE SOLUTION

Imagine Solutions developed an enterprise document capture solution that maximized what the bank already owned. The bank already had multi-function (print/fax/scan) devices in the branches from seven different vendors. They also owned IBM FileNet P8.

The solution devised by Imagine Solutions is a one-touch solution where the branch employees simply drop their documents into the scanner device, without any added steps. An advanced auto classification engine then recognizes the imaged document types. IBM FileNet then routes the imaged documents to the right work groups. The workflow component verifies the document receipt and tracks it through completion of a work task, creating a log of the document and its routing. The combined solution does the rest, including prioritizing documents by type so that urgent matters are handled first, rather than the "first-in/first-out" sequencing that manual processes require.

"It's hard to think of an easier way to eliminate millions of dollars of expense with so little disruption — one of the smoothest implementations I've managed.

Now that we have the documents captured we can focus on process improvements with ECM."

> *Client SVP,*
> *Central Operations*

Products Used

IBM FileNet P8
IBM FileNet BPM
Imagine Solutions
distributed capture

Deployment Time

6 months total

BENEFITS

The bank was able to reduce its courier costs by $3 million a year. On a branch basis, it amounted to more than $4,000 in savings per branch. On a document basis, it amounted to more than $22 in savings per document type per branch. The bank achieved this goal in six months – from start of the engagement to its completion. Branch employees can now take stacks of 200 document types, drop them in their scanner, and press "scan". In minutes (rather than days) the documents, in their image form, are routed properly to central operations without branch employee effort or intervention.

High priority documents get high priority attention, while low priority documents can be handled during volume troughs. The encrypted images create an important layer of security for documents involving customer privacy and employee confidentiality. Most important, the documents are now immediately available for anyone in the bank with security rights to view them.

Customer service levels are higher, thanks to the automatic prioritizing and the ability to easily look up and track any document.

Should the bank wish to extract additional benefits from the solution, such as workflow improvements, or additional document types, the solution can expand easily to incorporate them without custom coding. The bank is already planning on extracting data from the document images and sees a highly integrated future for its ECM solutions.

ROI

$3 million in savings in 6 months (more than $4,000 in savings per branch, and more than $22 in savings per document type per branch)

Accelerator

Courier Elimination Reduced deployment time by 20–30%

For further information regarding this or Imagine Solutions, please contact our sales team at 866-924-9935 or sales@imaginesolutions.com.

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