



Case Study: Image Access Corp supports a major global financial institution to extend document capture throughout its organization

OVERVIEW

Large enterprises typically have a Shared Services group which sets the standard, and provides support for all document management solutions and devices that are used throughout the organization. When business units have a need for any type of business application or equipment they come to this group for advice and support. Such was the case for a leading global financial services firm¹ 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.

CHALLENGES

Supporting all departments with a common document capture solution as their business was expanding globally. The system being used was not flexible enough to meet volume, document variables and timeline requirements affecting overall competitiveness and customer satisfaction. When changes were needed, the current solution had to be “customized” with specialized development, impacting both responsiveness and complexity of support. When evaluating other browser based solutions performance and security issues prohibited implementation.

REQUIREMENTS

- Eliminate the need to install and support a capture SW application on every user’s desktop PCs.
- Performance and functionality could not be compromised as compared to current thick client solution
- Not cause a user to wait while one batch 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 job and document class definitions

SOLUTION

Working with Image Access, they implemented **ImageTrust**, a browser based capture solution, which was developed by Image Access specifically in response to current day requirements for making capture more in line with the architecture and cost efficiencies of mainstream business applications. After much testing, ImageTrust was proven to meet or exceed all requirements set forth by financial institutions.

RESULTS

Banks benefited greatly from the implementation of ImageTrust. Due to its architecture, extreme ease of use and support the following benefits were realized:

- ✓ New document types can be added with a **50% reduction** in implementation time
- ✓ **Significant reduction** in user errors, exception processing and desktop support costs
- ✓ ImageTrust fit within existing enterprise security infrastructure **eliminating** security risks
- ✓ **Increased revenue** by increasing speed and quantity of customer acquisitions and responses to requests
- ✓ The **Enterprise Architecture**, enabled the ability to offer this solution to over **160 internal departments**



¹ Name withheld due to corporate policy