

EMC Documentum ApplicationXtender for Financial Institutions

Document imaging solutions for financial institutions

The Big Picture

- High-speed, integrated imaging, document management, and workflow
- Convenient access to documents, reports, and information from Microsoft Windows, the Web, and business applications
- Easy integration with scanners and existing applications
- Extensive retention management and compliance options

Business challenge

Banking customers have high expectations for innovation, convenience, and on-demand self service. These expectations, coupled with rising transaction volumes and heightened compliance and security demands, put pressure on credit unions, regional banks, and thrift institutions to automate the manual processes on which they have long relied. But several barriers exist to meeting high customer expectations.

- Since financial institutions run on paper, every transaction—from depositing a paycheck to applying for a loan to completing a signature card—generates multiple documents. Paper needs to be stored in boxes, typically off-site for disaster recovery reasons, which can be very expensive.
- Lending operations often rely on paper documentation such as pay stubs, employment verification, tax returns, and alternative income statements. The process can be delayed because paper can be lost or damaged. Allowing only one person at a time to work with documents creates processing bottlenecks. And manual handling makes it hard to provide timely communication with loan applicants.
- Credit unions, regional banks, and thrift institutions produce volumes of statements and customer communications that qualify as legal records and must be archived. Keeping these in paper form makes it hard to retrieve information for good customer service, compliance with regulations, and conformance with good governance policies.
- Like most organizations, financial institutions include accounting operations that struggle to process paper invoices. Slower payment processing can result in missed prompt-pay discounts while increasing labor and storage costs for paper invoices.

Converting paper to digital form helps, but credit unions, regional banks, and thrift institutions need to manage their information—not just store it electronically—so they can improve process efficiencies and reduce costs.

Automating essential processes for financial institutions

EMC® Documentum® ApplicationXtender® is a complete content management solution that addresses the challenges of credit unions, regional banks, and thrift institutions. With ApplicationXtender, financial institutions can digitize paper documents and eliminate manual bottlenecks to promote faster processing times, improved customer service, and better allocation of resources.

Provide secure access to documents

ApplicationXtender provides a single point of secure access to customer, staff, and operational information. Authorized personnel can view records within seconds and route documents through workflows and review cycles as needed. Any kind of information—check images, customer correspondence, contracts, administrative documents, and more—can be managed. And depending on enforced security permissions, multiple departments can access different applications and data types, reducing the need to manually search for and handle documents.

Speed loan operations and improve customer service

With ApplicationXtender, financial institutions can process loan applications electronically. Employees can view loan documentation quickly and easily from their desktops or over the Web, and work together with colleagues to speed business decisions. By eliminating paper, tellers and service representatives can access all relevant customer information within seconds, drastically reducing the time it takes to handle transactions and deliver superior customer service.

Reduce storage costs and promote compliance

ApplicationXtender converts paper into electronic form and manages it effectively, helping customers reduce the high cost of storing large numbers of boxes. With ApplicationXtender, customers are confident that regulatory guidelines for auditing access to and retention and disposition of information are met.

Improve payable processes

ApplicationXtender provides timely access to all invoices, reports, transaction journals, and supporting documents directly from the desktop or the Web. By incorporating front-end document capture and workflow technology, organizations can leverage discounts for early payments, streamline approval processes with automated routing, and reduce the costs of data entry. All information is securely stored, and access is limited to a need-to-know basis.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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ApplicationXtender solutions are successfully deployed at hundreds of financial institutions. To learn more about these and other EMC solutions, contact your local authorized value-added reseller, visit www.EMC.com, or call us at 800.607.9546 (outside the U.S.: +1.925.600.5802).