



**EMC Captiva Solutions for
Financial Services**

Few industries have a greater appreciation for the time-sensitive nature of information than the financial services industry

Growing numbers of the most respected names in the financial services industry are now focused on ways to capture and manage the large volumes of information their businesses receive every day. Manual procedures and legacy systems are no longer acceptable for handling mission-critical information. Departmental point solutions and basic imaging technology only go so far. For a complete enterprise capture solution, only EMC offers the comprehensive tools and experience necessary to provide a total, end-to-end solution.

Enterprise capture solutions for financial services leaders

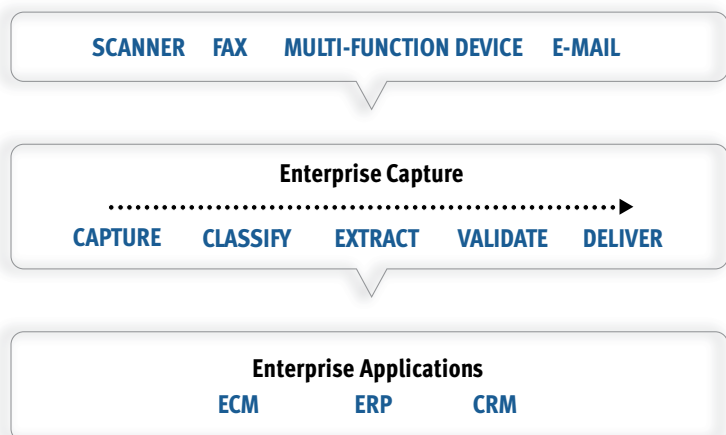
EMC is the leading global provider of enterprise capture solutions for the financial services industry. EMC provides solutions specifically engineered to help financial services organizations accelerate transaction processing and enable overall business process improvements that will result in lower operating costs and better customer service.

Accelerating transactions, building relationships

Efficient transaction processing is an essential part of providing high-end financial products and services. Transactions not only drive revenue, they also represent the relationship your business has with your customers, as well as define the quality of service you provide. In order to remain competitive and offer the best and most comprehensive services possible, you must be able to process a large volume of documents quickly, accurately, and uniformly. EMC Captiva enterprise capture solutions accelerate transaction processing and help to bring you closer to your customers by expediting responses to their requests.

Supporting the compliance process

In the wake of major compliance and accountability legislation such as Sarbanes-Oxley (SOX), it is now more critical than ever to document all transactions, correspondence, policies, and procedures, and to protect the private information of your customers. Penalties for lack of compliance have been significantly increased—not only for fraud and malfeasance, but for simple oversights as well. EMC Captiva enterprise capture solutions provide valuable administrative tools that aid in compliance by tracking a document's path from point of capture to release into back office systems and content repositories. The result is an effective solution for automating the lifecycle of documents that also provides complete transparency.



From input to benefit: enterprise capture for financial services companies

Enterprise capture: Delivering proven value

Enterprise capture serves as a single point of entry for content coming into the enterprise, applying uniform business rules to all incoming information streams.

By relying on a sound enterprise capture platform, your financial services organization can:

- Reduce operating costs by automating manual tasks and deploying a single enterprise capture platform to manage all incoming information streams
- Improve data quality by reducing manual data entry errors and expensive exception processing
- Accelerate business processes by providing unique insight into workflows and business trends
- Reduce total cost of ownership (TCO) by integrating seamlessly with all enterprise applications for increased operational performance
- Realize a full return on investment, achievable in as few as 12 months

The top five largest retail banks in the United States use EMC Captiva solutions

Expediting enrollment

From credit card applications to new account enrollments, effectively managing the vast amount of incoming information that pertains to enlisting new customers is an enormous administrative task. Quickly and accurately extracting customer information from those forms and documents is an essential part of doing business. Simple data entry errors can grow into larger business issues and become more costly as they enter downstream applications and require additional resources to resolve.

Enterprise capture enables financial services organizations to increase revenue and bolster customer satisfaction by automating the enrollment process, eliminating manual data entry errors, and allowing businesses to process more applications with fewer operators at substantially lower costs. In addition, because EMC Captiva enterprise capture solutions integrate seamlessly with customer relationship management (CRM) systems, you can have complete confidence that your customer data has the same integrity when retrieved from the system as it did when it was entered.

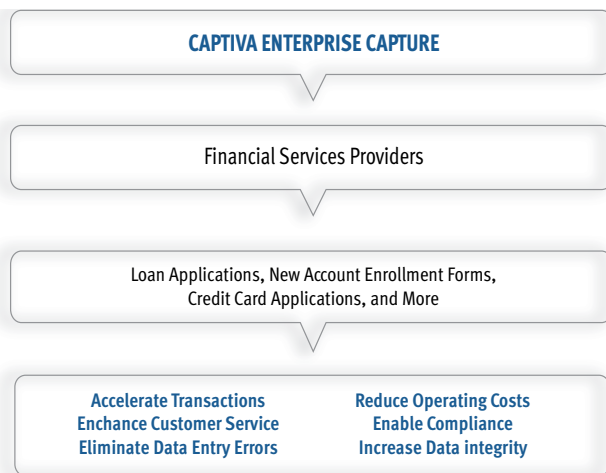


Out-of-the-box functionality, enterprise-wide scalability

The EMC Captiva suite of comprehensive enterprise capture solutions meets the needs of organizations large and small, and can readily scale from one department to an entire global distributed enterprise. These solutions range from toolkits that enable your organization to develop your own custom input management solutions, to off-the-shelf solutions that can be immediately deployed, to customizable enterprise solutions that readily integrate with enterprise content management (ECM), enterprise resource planning (ERP), and legacy systems.

Ongoing service and support

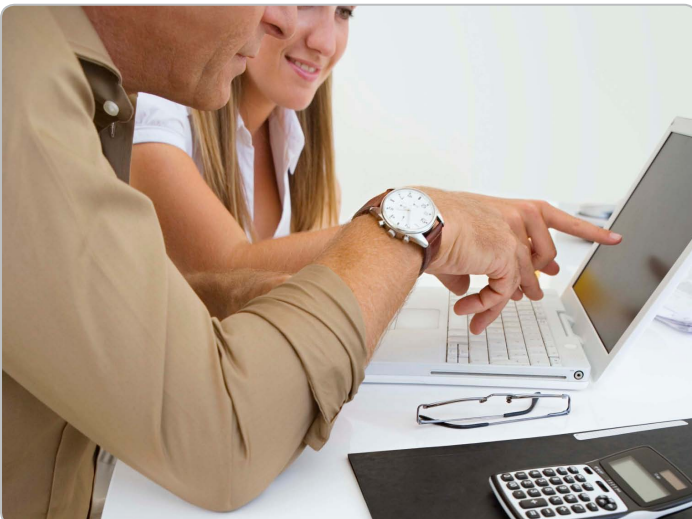
A successful enterprise capture deployment is not built on software alone. EMC Consulting is committed to understanding your needs and then providing the custom implementation and installation services that meet those needs. With a focus on delivering a production-ready solution, EMC Consulting emphasizes analysis and design, and employs a proven methodology to help implement custom data



Putting EMC Captiva enterprise capture solutions to work

“With the EMC Documentum® and Captiva solution, our key resources spend less time looking for and processing paper. Administrative functions are streamlined, creating greater throughput in the deal lifecycle. There’s no question that this platform will become an integral part of our business, and will be essential to our day-to-day operations.”

Tom Gardner, Chief Information Officer, Boston Capital



and document capture applications. Fully customizable, all EMC capture solutions come backed with EMC support designed to satisfy your requirements—no matter how specialized.

The complete EMC Captiva enterprise capture solution suite

Enterprise document capture

Fully customizable document capture designed to retrieve business-critical information from semi-structured and unstructured documents

Forms processing

Enterprise-level document capture and indexing capabilities for structured forms

Invoice processing

Automated invoice capture designed to reduce cycle times and eliminate manual data-entry errors

Digital mailroom

Automatic document and data capture, classification, and delivery of all incoming data from paper documents, e-mail, fax, PDF, EDI, XML, and more

Intelligent document recognition

Automatic document classification, data extraction, and routing of information to the appropriate systems, workflows, and departments.

Distributed capture

Front-end distributed capture for capturing and submitting scanned images or electronic files from remote locations via a simple Internet connection

Imaging standards

Industry-standard enterprise-level scanner drivers that unite scanners and software applications, as well as software developer kits that enable quick product customization

Application monitoring

Complete solution for actively monitoring the entire capture environment

Partnering for success

EMC partners provide you with all of the necessary elements for a complete end-to-end content management solution. By working closely with our network of value-added resellers, system integrators, distributors, and other technology partners, EMC is able to offer solutions ranging from the most basic implementations to high-volume, enterprise-wide systems backed by comprehensive professional services programs.



Premium services

Custom application, implementation, and installation services to meet your individual requirements

More leading companies count on EMC Captiva solutions

More than 5,000 companies and government agencies use EMC® Captiva® solutions to reduce costs, improve information accuracy, and accelerate business processes. EMC counts 15 of the top 25 companies in the Fortune 500 as customers and serves businesses in the insurance, financial services, government, and healthcare industries, in addition to many others. Each day, these organizations process millions of forms and documents using EMC Captiva enterprise capture solutions.

Take the next step

To learn about EMC Captiva solutions for the financial services industry, visit www.EMC.com or call **800.607.9546** (outside the U.S.: +1.925.600.5802).





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