



# How the Systemware platform helped a major financial institution modernize

## SUMMARY

Systemware’s Enterprise Content/Report Management (ECM/ERM) technologies played a crucial role in helping a billion-dollar community bank achieve immediate access to critical business information, enhance compliance, reduce costs, and increase operational efficiencies. The bank initially faced limitations in secure electronic delivery, online access to statements, mining mainframe operational reports, and search capabilities of legacy systems. By collaborating with Systemware, the bank successfully integrated ECM/ERM solutions, resulting in seamless access to account and customer records, a significant increase in electronic statement users, reduced distribution costs, streamlined operations, and improved customer satisfaction.

## REQUIREMENTS

### Outdated ECM/ERM systems

The bank had several key requirements that needed to be addressed. These included the need for an improved online strategy, secure electronic delivery, and compliance with federal regulations. Additionally, the bank sought to enhance search and discovery capabilities for its legacy mainframe EBCDIC/ASCII COLD report storage system. Finally, the bank desired workflow capabilities to eliminate reliance on less efficient communication methods such as email, fax, and courier.

CASE STUDY

BANKING LEADER

SYSTEMWARE



SOLUTION

Systemware tackled the bank's requirements comprehensively through their ECM/ECR systems. The integration project focused on seamlessly connecting all account and customer records, enabling instant access regardless of office or branch location. Systemware's ECM/ERM technologies facilitated compliant online access to statements and provided robust search and indexing capabilities. The platform sought to aid in managing bank data, including scanning, transformation, distribution, storage, retrieval, backup, and presentation. Integration with the bank's core systems and email archives focused on enhancing functionality and information capture.

RESULTS

### Faster, more efficient operations

The implementation of Systemware's ECM/ERM technologies yielded significant results for the bank. Compliance requirements were met with secure electronic delivery and online access to statements. Users experienced enhanced access and convenience through years of statements being made easily accessible on the company website. The bank observed a remarkable 600% increase in electronic statement users within the first year, leading to substantial cost reductions in distribution and improved operational efficiency. Additionally, the automation of the branch cash balancing process significantly streamlined operations, reducing the time required from hours to mere minutes.

CONCLUSION

Systemware's ECM/ERM technologies played a pivotal role in transforming the bank's online strategy, ensuring compliance, and improving operational efficiency. The integration of Systemware's solutions allowed the bank to achieve immediate access to critical business information and address compliance concerns. The implementation resulted in increased electronic statement usage, reduced distribution costs, and improved customer satisfaction. By leveraging Systemware's robust search and indexing capabilities, the bank successfully streamlined operations and enhanced the user experience. The collaborative partnership between the bank and Systemware exemplifies the value of ECM/ERM technologies in driving digital transformation, meeting regulatory requirements, and delivering exceptional results.

CASE STUDY

BANKING LEADER

SYSTEMWARE



# Benefits

The implementation of Systemware's ECM/ERM technologies provided immediate access to critical business information, enhanced compliance, robust search capabilities, streamlined operations, and improved efficiency. With a 600% increase in electronic statement users, significant cost reductions, and automation of key processes, the collaborative partnership between the bank and Systemware demonstrated the value of ECM/ERM technologies in driving digital transformation and delivering exceptional results.

- Enhanced compliance through secure electronic delivery and online access to statements
- Seamless connectivity between disparate systems
- A platform ready to integrate with future technologies including the public cloud
- Improved customer satisfaction through enhanced access and convenience
- Robust search and indexing capabilities for efficient information retrieval
- Meeting regulatory requirements effectively



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HOW WE DID IT →

## About Systemware

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, reduce risk, and meet information governance requirements. Our intelligent content services platform, Content Cloud, enables users to find and extract information wherever it is stored and transform and deliver it in the exact context needed for each business line. Content Cloud delivers optimized performance in public, private, hybrid, and IBM Z environments, as well as a fully hosted SaaS offering. There is a reason some of the world's most successful financial institutions trust us. Let us talk about what we can do for you.

Give us a call. 866.533.1514

[www.systemware.com](http://www.systemware.com)