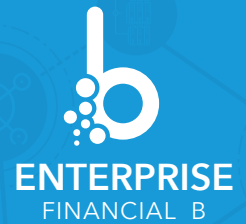


CASE STUDY

Compliance Simplified

with Systemware's Content Cloud



Two financial companies, one complicated problem: unwieldy amounts of content causing information mishandling, inevitably leading to legal disputes. Lucky for these companies, there's one simple solution – Systemware's intelligent content network, Content Cloud.



60+ million customers

80 petabytes of data

Millions of dollars lost

Information systems
unable to communicate
or meet needs every day

The Challenge

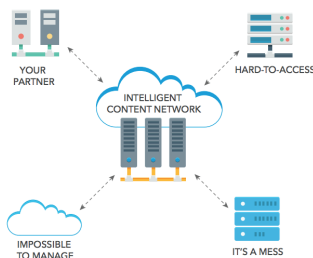
This company needed to dissect and understand information crossover while staying compliant, which isn't anything new to financial organizations. But Company A was dealing with 60+ million customers who created 80 petabytes of data, and had no system in place to find information they needed. From individual customer requests to full-blown audits, long wait times and delivering the wrong content caused costly lawsuits and investigations.

After many mergers and acquisitions, Company A's information systems weren't able to communicate or meet their users' requests, nor meet the industry's strict business continuity requirements. Millions of dollars lost every day to inefficiencies and court costs made Company A realize they needed a new solution.

The Solution

Deploy Systemware's intelligent content network, Content Cloud, ASAP! We provided curated access to global customer data, curated access to global customer data while interoperating between Company A's existing systems. Content Cloud also provided content automation and analytics output, encrypted their t-rest/in-transit information, and tracked user activity for continuous audit prep.

To keep individual customer information organized for easy recall, and facilitate a digital transformation, we intelligently curated their information, so employees could pull a 360 degree view of their customers in the





context of their work. We also improved error reporting by providing a secure link for uploading more information immediately integrated into a customer's folder.

The Results

Content Cloud opened all Company A's information systems to knowledge workers. Their new reach and updated intelligent content network reduced audit requests from weeks to seconds, even subseconds, saving more than \$10 million annually. With content analytics thrown in, Company A also discovered new value in their information. Content Cloud upgraded their compliance capabilities for improved oversight that helped Company A stay prepared for stress-free audits. Long story short: things are cool at Company A now.

10 Million
in Annual Savings

A+ Value
in their information



The Challenge

With so much hard copy information and disparate systems holding even more content hostage, Company B's process for finding information was inconsistent. Finding original content could even be impossible, which led to manual document recreation. Human errors in recreating documents resulted in increased labor and production costs, and in some situations high court settlements. With customer satisfaction diminishing, Company B needed to get a handle on their own information, pronto.

Information Packaging &
Distribution

Modernize Legacy
Systems

Improved Customer
Service

Automated Workflows

The Solution

Quick implementation of Content Cloud. Systemware addressed several issues with simple information packaging and distribution. Customer service also improved, allowing them to deliver accurate information securely and in a matter of sub-seconds. Their workflow could now be automated and configured to meet security regulations on a user to user basis, freeing up employees to do more intensive tasks more carefully. While they were at it, Company B used Content Cloud to completely modernize their multiple legacy systems and connect to their unwieldy file systems. Company B's new configuration placed human intervention in fewer situations: knowledge workers could discontinue the menial tasks.



The Results

More than 100,000 associates could finally manage and retrieve specific data from billions of documents, resulting in a savings of more than \$13 million from decreased court settlements and lowered labor costs. Customer satisfaction improved, contributing to increased earnings. Quality of work improved, also in part to the larger upgrade from Company B's legacy systems. Their antiquated retrieval processes no longer stood between the organization and their own information. In short: Company B is sitting pretty.

**100 Thousand
associates
enabled**

**13 Million
decrease in
court settlements**

**10 Million
in customer
satisfaction**

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, and meet information governance requirements. Our solution, Content Cloud, enables users to find and extract data wherever it is stored and transform and deliver information in the context needed for each business line, allowing support for reporting and analysis, correspondence and customer communications.

- This information does represent actual customers. Per the individual customers request we are unable to disclose them specifically.