A 30 YEAR RELATIONSHIP FROM IDARS TO ECM TO CONTENT SERVICES

How one of the world's largest financial institutions partnered with Systemware to create a connected content ecosystem

systemware

Competing in today's financial market can be very challenging. With growing privacy concerns and an ever-increasing demand for fast online access, the expectations for banks has never been higher. Consumers must have confidence their monetary assets and personal information are being securely managed. As a new generation brings in a higher level of digital understanding, it is essential for banks to stay on top of the latest innovations or risk falling behind.

Challenge

One of the largest and most respected financial institutions in the world was challenged by its own success. The bank was struggling to manage, access, and deliver critical business information for its nearly 60 million customers. With industry regulations on the rise, the company was facing several lawsuits and legal inquiries regarding financial disclosures. In many cases, employees wasted months trying to find information residing on disparate repositories. The aging systems were simply not designed with the capabilities needed to efficiently interact with other computing resources. The bank partnered with Systemware for a solution.

Solution: Systemware Content Cloud Software

Systemware has been helping many of the world's largest and most highly regulated organizations capture content from a variety of business systems for almost 40 years. Content Cloud is our all-in-one content services platform that enables organizations of all industries to securely connect, find, and access information stored on disparate systems and deliver it in the exact context needed.

The Systemware team collaborated with our banking client to carefully identify their business needs and develop a strategic plan to address their legacy ECM problems. Content Cloud provided immediate access to the exact information needed across their vast organization and existing infrastructure and delivered seamless access and connec-

By the numbers
Fortune 100 Bank

394 **BILLION** pages captured

354 **MILLION** account records managed

1.4 **1.4 PETABYTES** of AFP and EBCDIC content stored and compressed

25.9 **MILLION** documents retrieved per month
870 thousand per day
36 thousand per hour
600 documents per min.
10 documents per sec.

25 **THOUSAND** Active Users

100 **PERCENT** of statements online and compliant

$10 **MILLION+** in annual savings

MEETS regulatory compliance, records management and system availability requirements

WEEKS TO SECONDS audit requests reduced from weeks to seconds even sub-seconds

tivity between legacy repositories. Billions of documents, images, and metadata were captured and could be accessed at all locations around the world. The new system provided a consolidated view of all records with active failover for 100% system availability.

Results

Content Cloud enabled the bank to satisfy their legal and regulatory demands with functionality was not possible before. The powerful find capabilities and deployment flexibility provided customer service representatives the ability to quickly locate and deliver the exact information needed.

The bank now possesses one of the most efficient and intelligent content services platforms in the financial sector. Systemware Content Cloud helped the bank mitigate risks for current and future compliance requirements, avoiding costly penalties and a damaged brand reputation. Along with the flexibility to support future growth opportunities, the bank reported a 40% reduction in paper statements, a significant improvement in customer service, and overall annual savings exceeding 10 million dollars.

Benefits

• Satisfied regulatory compliance requirements
• Seamless connectivity between disparate systems
• Robust find, retrieve, and deliver functionality
• Improved customer service
• Increased team productivity

Systemware Content Cloud, helps organizations modernize content management, connect disparate repositories and systems, automate processes, and enable content for business intelligence. We are to ensuring information governance requirements are met in a manner that optimizes cost and complexity, while providing a tailored experience for users.

There's a reason some of the world's most successful financial institutions trust us. Let's talk about what we can do for you.

Give us a call. 844.343.0200