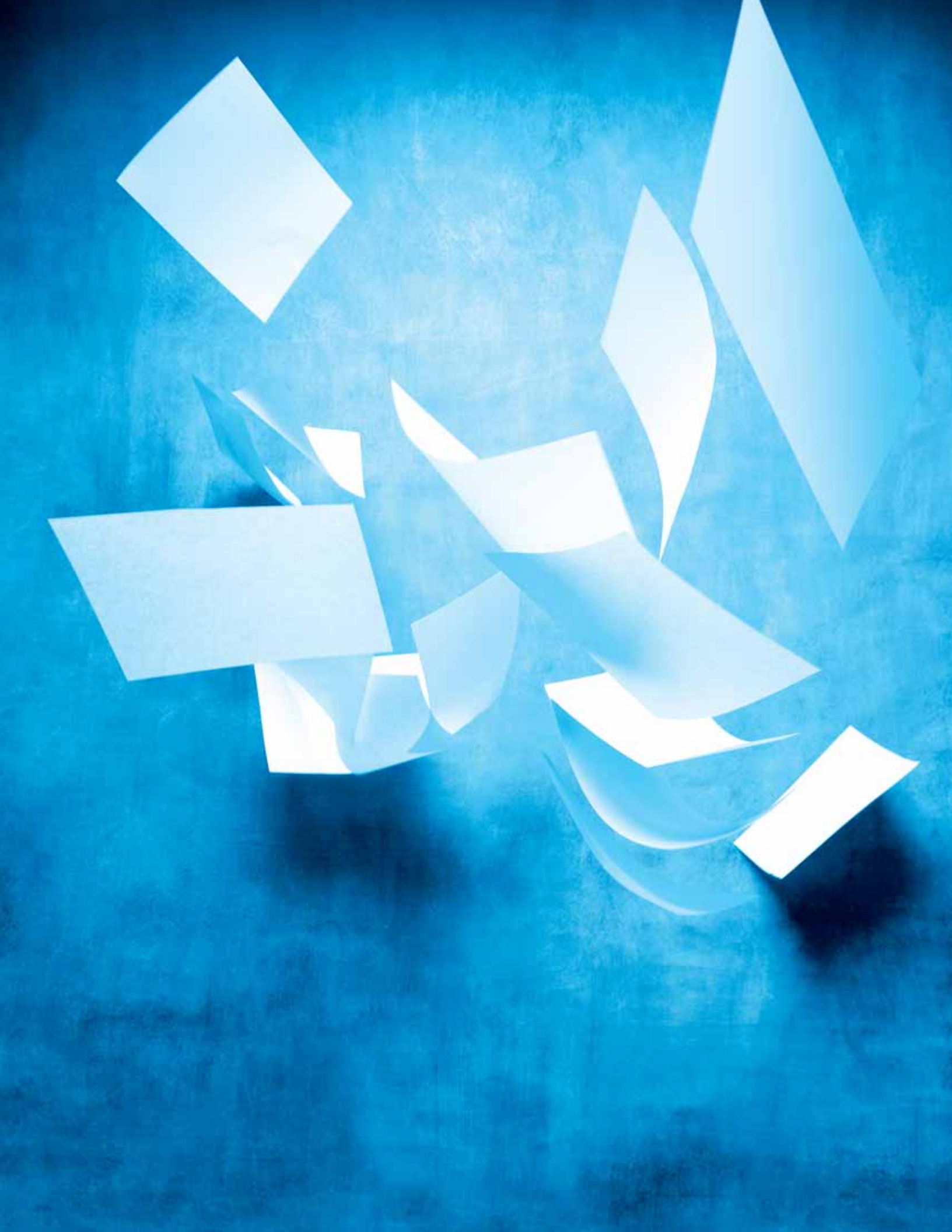




EMC Captiva  
Solutions  
for  
Financial  
Services

**EMC<sup>2</sup>** | **captiva**

MANAGING INPUT ACROSS THE ENTERPRISE





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

Growing numbers of the sector's most respected names are now focused on ways to capture and manage the large volumes of information their businesses receive on a daily basis. Manual procedures and legacy systems are no longer acceptable means of handling mission-critical information. Departmental point solutions and basic imaging technology only go so far. For a complete enterprise input management solution, only EMC Captiva® offers the comprehensive tools and experience necessary to provide a total, end-to-end solution.

### **EIM solutions for financial services leaders**

Captiva is the leading global provider of Enterprise Input Management (EIM) solutions for the financial services industry. Captiva provides solutions, specifically engineered for financial services organizations, which are designed to accelerate transaction processing and enable overall business process improvements that will result in a decrease in operating costs and an increase in customer service.

# More leading companies count on EMC Captiva.

More than 5,000 organizations use Captiva solutions to reduce costs, improve information accuracy and accelerate business processes. Captiva counts 14 of the top 25 companies in the Fortune 500 as customers and serves businesses in the banking, manufacturing, retail, insurance and healthcare industries in addition to many others. Each day, these organizations process more than 85 million forms and documents using Captiva EIM solutions.

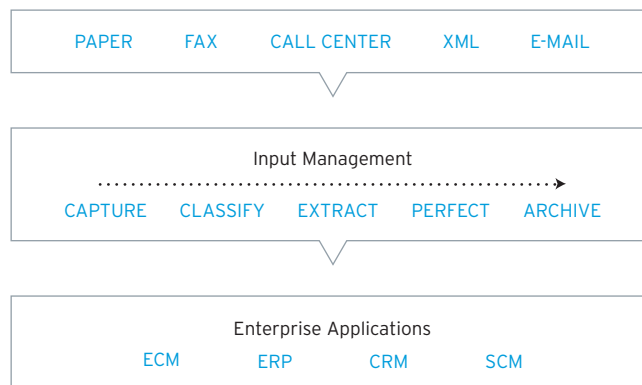
## Accelerating transactions, building relationships

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 a business has with its customers and define the quality of service being provided. In order to remain competitive, leading financial services providers must have the ability to process a large volume of documents quickly, accurately and uniformly in order to offer the best and most comprehensive services possible. Captiva's EIM solutions accelerate transaction processing and help to bring the enterprise "closer" to its customers by expediting responses to their requests.

## Supporting the compliance process

In the wake of major compliance and accountability legislation such as Sarbanes-Oxley, it is now more critical than ever for businesses to document all transactions, correspondence, policies and procedures and to protect the private information of its customers. Penalties for lack of compliance have been significantly increased, and not only for fraud and malfeasance, but for simple oversights as well. Captiva's EIM solutions provide valuable administrative tools that aid in compliance by tracking a document's path, the number of times it has been accessed and by which individuals in each department of the enterprise. The result is an effective solution for automating information lifecycle management that also provides complete transparency.

From input to benefit: EIM for financial services companies






## EIM: DELIVERING PROVEN VALUE

EIM 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 EIM platform, financial services organizations can:

- Reduce operating costs by allowing users to automate manual tasks and deploy a single input management 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 by integrating seamlessly with all enterprise applications for increased operational performance.
- Realize a full return on investment, achievable in as few as 12 months.

A low-angle, upward-looking photograph of several modern skyscrapers against a clear blue sky with scattered white clouds. The buildings are white and grey with many windows. The text is centered in the upper half of the image.

Captiva counts nine of  
the ten largest retail banks  
and thrifts in the United  
States as customers.

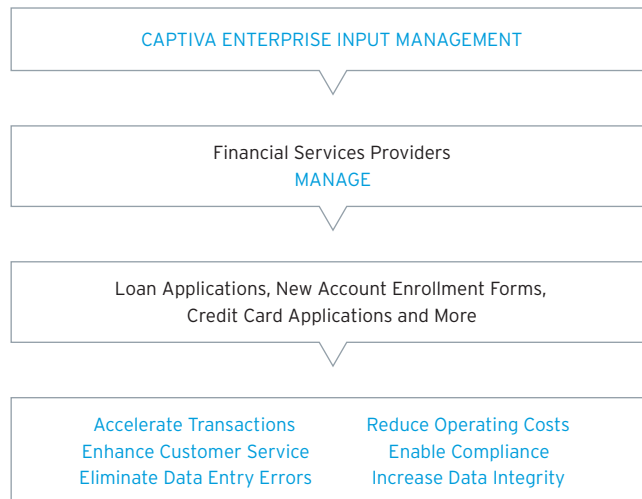
## Streamlining the loan process

Lenders know that processing loan applications is a paper-intensive business. In many cases, loan documents can number in the hundreds of pages, and when volumes of those incoming documents begin to reach a high threshold, operational efficiency becomes paramount to success. Staying ahead of the competition means responding quickly and accurately to loan applications in an efficient and cost-effective manner. Scanning loan documents is a start, but it only goes so far in streamlining the process. Input management, however, helps financial services organizations optimize their business processes by automatically extracting and validating the large quantity of complex data contained in loan documents and transforming it into usable, retrievable information available to all parties. Once the information is in digital form, the hard copy is no longer required for processing to begin and the data is instantly made available to all of the appropriate staff simultaneously.

## Expediting enrollment

Whether it is a credit card application or a new account enrollment, 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 Input Management allows financial services organizations to increase revenue and bolster customer satisfaction by automating the enrollment process, eliminating manual data entry errors completely and allowing businesses to process more applications with fewer operators at substantially lower costs. In addition, because Captiva's Enterprise Input Management solutions integrate seamlessly with customer relationship management systems, businesses can have complete confidence that their customer data has the same integrity when retrieved from the system as it did when it was entered.

### Putting Captiva EIM to work



“With Captiva, 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



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

Captiva's comprehensive suite of Enterprise Input Management solutions meet 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 organizations to develop their own custom input management solutions, to off-the-shelf solutions that can be immediately deployed, to customizable enterprise solutions that readily integrate with ECM, ERP and legacy systems, among others.

## Ongoing service & support

A successful input management system is not built on software alone. Captiva's Professional Services Group (PSG) is committed to understanding the specific needs of our most discerning financial services customers, and to providing the custom implementation and installation services to satisfy their individual requirements.

Captiva PSG experts build from a "production-ready" viewpoint. Emphasizing analysis and design, they employ a proven methodology to help implement custom data and document capture applications.

Fully customizable, all Captiva EIM solutions come backed with AdvantEdge, our award-winning service program designed to satisfy each client's needs, no matter how specialized.

### PARTNERING FOR SUCCESS

Captiva's Connected Partner Program (CCPP) is designed to provide customers with all of the necessary elements for a complete end-to-end content management solution. By working closely with our network of 100+ value-added resellers, system integrators, distributors and other technology partners, Captiva is able to provide an optimal solution for every customer, with solutions ranging from the most basic implementations to high-volume enterprise-wide systems backed by comprehensive professional services programs.

### AMERICAN EXPRESS FINANCIAL ADVISORY GROUP TO SAVE \$1.5 MILLION WITH THE DIGITAL MAILROOM TECHNOLOGY

With system implementation successfully completed within a six-month window, AEFA increased scanning 130% to approximately 3,000 client folder batches per hour at 190 pages per minute. Indexing productivity increased from an average of 45 seconds per document to just 12 seconds. As a result, the organization now processes more documents with less staff: Processing personnel were reduced from 95 to 45 full-time employees.

**Immediate ROI: Approximately \$1.5 million.**



# The complete Captiva EIM solution suite.

## 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

## INTELLIGENT DOCUMENT RECOGNITION

high volume data capture, classification, extraction and delivery of all data from paper documents, web forms, email, fax, PDF, EDI, XML and more

## DISTRIBUTED CAPTURE

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

## IMAGING SOLUTIONS

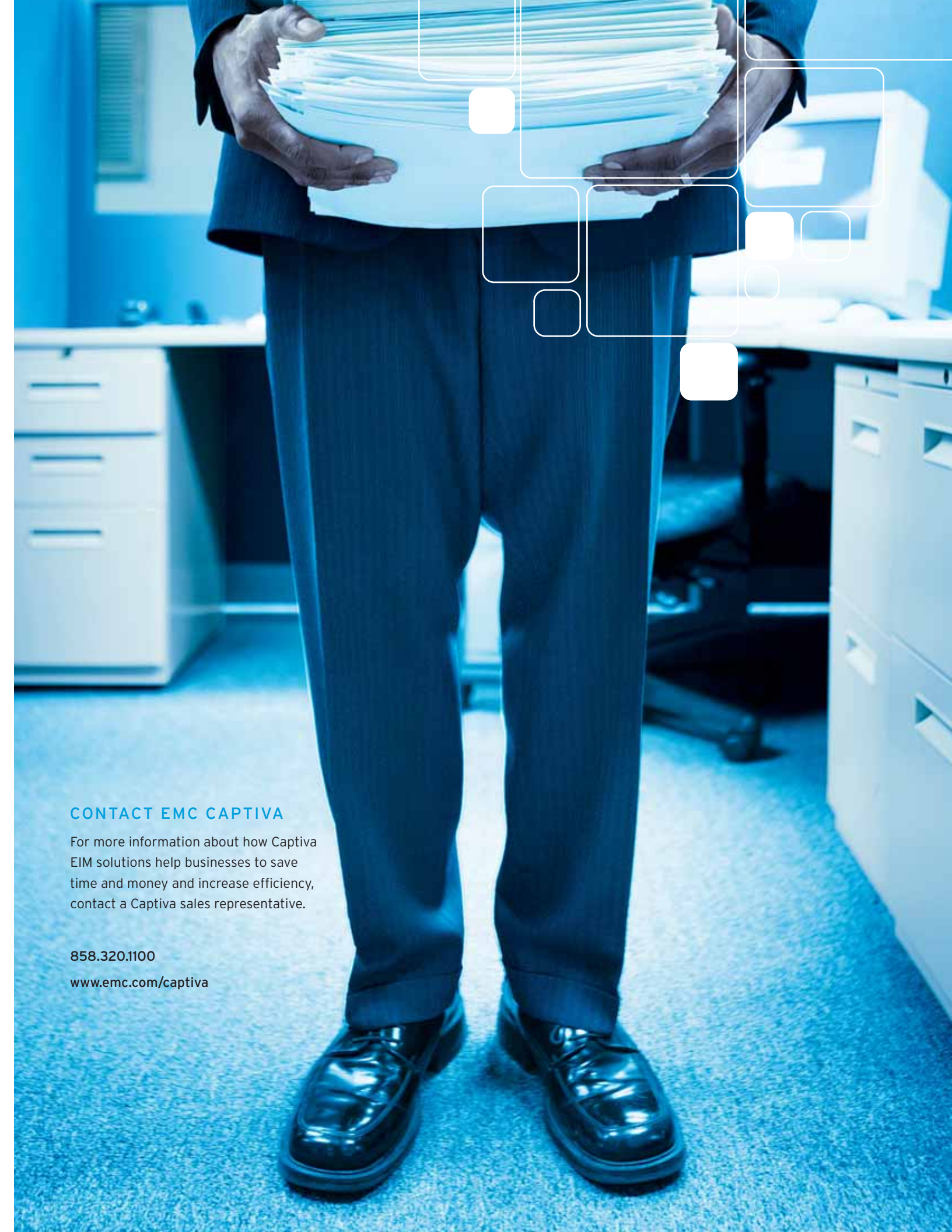
software developer toolkits and out-of-the-box solutions designed to transform IT into a value center

## APPLICATION MONITORING

complete operations management solutions for actively monitoring virtually all enterprise applications

## PREMIUM SERVICES

custom application, implementation and installation services to satisfy customers' individual requirements



## CONTACT EMC CAPTIVA

For more information about how Captiva EIM solutions help businesses to save time and money and increase efficiency, contact a Captiva sales representative.

858.320.1100

[www.emc.com/captiva](http://www.emc.com/captiva)

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