

## EMC Captiva and Documentum implementation

### Industry:

Financial Services

### Company:

One of largest State-owned commercial banks in Vietnam

### Summary:

Our client is a bank that has been in business over 25 years. The bank initially implemented eDocMan (Joomla based) content management system and Icdoc scanning systems to serve each of their independent branches. Over time, their growing business needs created a situation where the existing distributed system could not support their more centralized workflow and content management needs.

In the case of commercial loan processing it was apparent to our client that the existing process was not effective enough to handle large amounts of paperwork, required security, timely reviews and retention requirements to be responsive to their customers. In addition, the existing decentralized environment was not reliable and accurate while addressing all departmental requisite process/workflow needs.

### Solution Summary:

The Verinon team replaced the existing document archive system with Documentum and Captiva from EMC. Additionally, Verinon deployed a web-based document scanning and indexing solution using Captiva eInput, implementation of records retention and archival policies. Lastly, Verinon implemented Branch Office Caching Services (BOCS) for the benefit of remote users, giving them access to a centralized repository.

**Technologies:** EMC Documentum 6.7 Suite, Captiva Input Accel 6.5, eInput 2.2 and Brava, Branch Office Caching Services (BOCS)

### Customer Profile

Our client has business operations consisting of two (2) transaction centers, 150 branches and over 1000 transaction offices/savings offices. Incrementally, they have established corresponding relationships with 900 banks & financial institutions in 90 countries and territories across the globe.

### Challenges

Our client needed to store/maintain business critical technical documents (and their revisions) in an appropriate and secure ECM system. One of the documents, a loan processing form used at all 150 branches, supports different loan types including; retail, corporate, small and medium enterprise (SME) and financial institutions (FI). In addition, the bank needed to leverage workflow capability since the loan forms need to reach as many as six different departments prior to completion. These departments include:

- Credit Policy Department: Creates loan related document templates
- Risk Management Department: Reviews the loan documents for approval
- Retail Department: Receives the documents from Retail customers and creates supporting documents
- SME Department: Receives the documents from SME customers and also creates supporting documents
- Corporate Department: Receives the documents from corporate customers and creates supporting documents
- FI Department: Receives the documents from FI customers and creates supporting documents

The final solution included migration of content from their existing content management system (used in 150 branches) as well as integration of the new ECM solution with their existing loan origination system.

## Solution

The Verinon team deployed the following solutions:

- EMC Documentum and Captiva InputAccel
- Migrate all relevant documents to Documentum
- Integrate the client's iCdoc 3rd party content management system with Documentum
- Migrate all eDocman personal documents to Documentum
- Integrate eDocman 3rd party content management system with Documentum
- Integrate Documentum with Loan Origination System using custom web services
- Install and configure Branch Office Caching Services (BOCS) servers to resolve performance issues experienced in all 150 branch offices caused by network latency
- Store all 150 branches loan documents in the centralized Documentum repository
- Implement Capture Process: - Scan/classification/extract/validate/export to Documentum based on document types and departments. The documents were then categorized and stored in the centralized repository

## Results

The installed Documentum and Captiva solution provided a centralized document management system allowing for the management of not only loan documents but also other bank related documents. In addition, the Verinon team:

- Migrated of more than 1.5 TB data to Documentum from Icdoc and eDocman (Joomla based) content management systems
- Integrated iCdoc application with Documentum and made the system accessible to all 150 branches
- Integrated Loan Origination System simulator with Documentum
- Installed and configured BOCS servers in all 150 branches
- Implemented Captiva/eInput for hardcopy documents and online loan processing
- With the new system, the bank was able to streamline the processing of loan applications they received with the newly defined business process. This process allowed them to initiate, review, approve and/or follow up on loan document and approval of these applications
- Each of the 150 bank branches were able to access loan documents in a centralized repository with appropriate security policies that met the specific security needs of the bank

As per the client's requirements proposed capture solutions were achieved by using the EMC InputAccel Captiva | Documentum suite of products only.

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