



A Connection You Can Bank On: Tying Systems, People and Processes Together to Drive Transparency

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Though the financial services market is rebounding, it's still forcing banks to evaluate their processes so they can comply with evolving regulations. That's a daunting task, especially with the need to drive revenue and service levels at the same time.

That's where transparency helps.

When you're able to access real-time information and processes – from wherever you are, by almost any mobile device – you make more informed decisions. And you can easily share information internally and externally. After all, transparency is much more than a buzzword.

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A CONNECTION YOU CAN BANK ON

Connecting systems to increase communication and share information

A great way to start is by identifying slow processes that result from disconnected systems. Sharing information between systems is vital, as productivity drops when employees have to switch back and forth between applications to find what they need.

This lack of communication between systems also negatively affects business relationships outside the organization. For example, if your bank can't produce documentation to a regulator on a timely basis, it receives a substantial fine and bad press. Or, if a loan officer can't tell a customer the status of a loan application, you lose that business to the competition.

Integration

Many banks are using **enterprise content management (ECM)** to integrate with their important systems. Working behind the scenes, ECM – sometimes called document management – gives your systems the ability to share information and make documents available in the business applications employees use every day. By keeping users in familiar environments like Microsoft Outlook, they avoid the need to log in and out of different systems, creating greater productivity. Employees immediately find the documentation they need, when they need it.

And, if done right, that increased speed and accuracy translates to exceptional customer service because employees answer questions immediately, without the need to search for information.

Even though your bank relies on a core banking system to serve as a record of day-to-day transactions, premium services like mortgage loan originations require electronic document workflow capabilities beyond what a core banking platform is able to provide. Many banks are also finding that ECM solutions with robust electronic document workflows help them automate, streamline and connect business processes so they can complete important activities quicker — **like processing loans faster.**

Workflow

The right ECM and **workflow** solution is one of the most cost-effective ways to improve communication

between important systems. Together, they give you the ability to increase the capabilities of an existing imaging solution beyond simply scanning paper.

Workflows automate processes by routing electronic documents through systems, increasing the speed and accuracy of your entire organization. Because documents – and the important information that surrounds them – are automatically routed to the right people, employees have more time to focus on organizational goals like providing better customer service and improving the bottom line.

Connecting people to keep everyone in the loop

While your bank may never get rid of paper entirely, it can electronically capture the information on that paper — or any other format like emails or faxes — priming it for the workflow process. Once the information is stored electronically in an ECM solution, employees quickly access it.

In addition, with workflows, you immediately push that information out to employees through the automated process.

The mortgage origination process is a great example of how workflows provide benefits that don't exist in a paper-based world. They seamlessly connect people to business-critical documents. Automatically receiving, routing and completing all relevant documentation speeds the loan process – so your bank recognizes profits quicker.

Workflows also have the ability to expand beyond banking processes to eliminate paper across your entire financial institution. From accounts payable to human resources and contract management, workflows automatically:

- Alert users when their participation is needed
- Move documents through processes without manual intervention
- Distribute work evenly to ensure documents are efficiently processed

Every step of the way, stakeholders are notified automatically, keeping work moving and making sure everyone is on the same page.

Connecting processes to share current information

Automated workflows aren't just a way to push documents through processes, they also connect and streamline those processes. Workflows do so by using a framework of consistent rules that efficiently route electronic documents without manual intervention.

By presenting users with all related documents simultaneously, workflows facilitate business transactions and bridge the gaps in your processes. So instead of searching file cabinets, looking through emails or waiting for documents, employees are connected to what they need. Workflows also provide visibility into your organization's processes, so users know exactly where things are and management makes decisions based on real-time information.

That's the key to connecting your processes — making sure they're sharing accurate and current information.

Another important way workflows improve processes is by eliminating any variances in the way individual employees handle tasks, reducing any associated risks. Ensuring that employees always handle processes the correct way helps you **stay in compliance with regulations**. Workflows also show you real-time document and process status – as well as historical data and audit trails – so you're always prepared for audits and don't have to scramble to find documentation.

Tying everything together to optimize the enterprise

Workflow solutions should be simple to configure and easily integrate with your existing systems, including your core banking system. Integrating these important systems with an ECM solution allows the technologies you rely on every day to communicate seamlessly with one another and ensures compatibility, so workflows are automatically forwarding usable documents. That's why an ECM solution should have the ability to handle any document type or file format.

Whether you implement it departmentally or enterprise-wide, your ECM solution should have the ability to grow and evolve with you, even when you replace important technologies like your core..

With ECM and workflows powering your processes from behind the scenes, you:

- Get help complying with developing regulations
- Have time to identify new sources of revenue
- Enhance service levels

Choosing a workflow solution that integrates with little or no custom coding allows you to create and expand workflows easily and effectively as your business processes change. Connecting systems, people and processes without disruption is critical, so the institution realizes the benefits without any downtime or employee frustration.

By integrating systems, bottlenecks are eliminated and work continues to move forward – automatically. Increasing the speed, accuracy and visibility of your bank's processes provides a competitive advantage in the marketplace because your employees are empowered to focus on customers. That makes your bank the easy choice.

And that's the most important connection of all.

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