

Banking Group Optimizes Secure Payment Processing

Scalable Papyrus Capture Solution Automates Distributed Document Recording across Desktop and Web with Single Point of Maintenance

Challenge:

Speeding Payment Processing with High-Quality Performance

After many Eastern European countries joined the EU and major international banks entered these emerging markets, the requirements for paper-based and electronic payments become more demanding, and the new priorities for these busy financial institutions included:

- Timely, accurate and highly efficient processing
- Easy clarification of exceptions
- Concurrent overview and visibility in both day-to-day business and archive under auditing security

Solution:

Distributed Capture and Validation

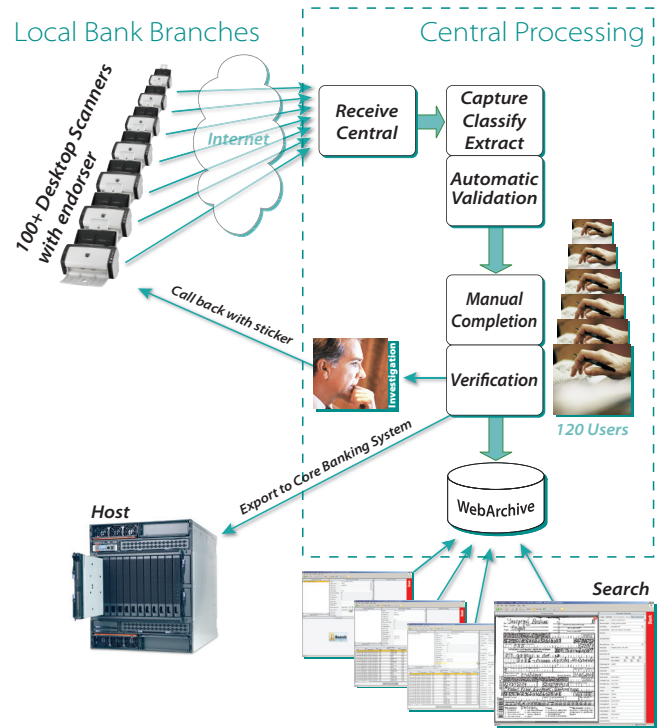
A major European banking group implemented Papyrus Capture as an end-to-end solution to automate its complete processes for recording scanned payment documents from more than 100 branches across the region.

Beginning with receipt via Fujitsu desktop scanners and ending with endorsement to archiving in the Papyrus WebArchive, Papyrus Capture handles key capture functions based on business rules and policies:

- Secure transfer via the heterogeneous network to the central processing office
- Classification according to 5 basic payment order types with more than 40 related sub-forms
- Text recognition of areas of documents (many not suited for OCR/ICR)

Before posting to the bank's accounting system, Papyrus enables the required strict validations, such as checking the accuracy of the international bank account number (IBAN) and comparing it to available databases for customer accounts, as well as a two-tier manual process of data recording and checking to ensure absolutely correct records.

Special emphasis was placed on ergonomic and high-performance data recording: With the Papyrus EYE definition of identical interfaces for desktop and portal, ambiguities are electronically recorded by adding virtual stickers at the exact position with a written clarification from the investigating user or the referring branch.



Benefits:

Speed, Quality and Compliance

Since introducing this innovative capture application, the bank can now quickly and automatically process tens of thousands of payment documents daily and enjoy the following operational and business use benefits:

- Concurrent consolidated overview of all process stages
- Optimized balance of resources via distributed scanning and centralized data recording and processing
- Integrated security through encryption, role-based access rights and secure archiving

The bank has also made an efficient and future-proof investment, as the solution from ISIS Papyrus is easily scalable to growing volumes, data sources and application activity.

About ISIS Papyrus:

ISIS Papyrus offers integrated enterprise software solutions for personalized customer communications and process optimization in the financial, insurance, utility, telecom, healthcare and public sectors. Worldwide more than 2,000 enterprise customers use Papyrus standard software for document-driven business applications across systems and applications.