Solutions for Demanding Business

Case study: Banka Poštanska štedionica

The application solution for automated content and business process management

Case study:
Banka Poštanska štedionica
(Postal Savings Bank)
Industry: Financial institutions
Country: Serbia

Customer Profile:
Poštanska štedionica is one of the leading banks in Serbia regarding retail operations.
Banka poštanska štedionica, a.d. Beograd successfully meets its goals related to:
- strengthening the financial potential;
- successful performance of payment operations;
- enhancement of business cooperation with shareholders;
- increased number of clients;
- innovating and designing the offer of banking services according to clients' requirements;
- providing financial support to programs of clients' common interest;
- accomplishment of satisfactory liquidity.

Bank's business strategy is based on the orientation to clients, quick development of new products, and more efficient and convenient cooperation.

Solution applies to:
- Banks
- Insurance companies

Although the Bank has developed services based on modern information technology, it lacked a document management solution which would enhance the existing production solutions and perform integration with the existing information system and business processes in the Bank.

The application solution for automated content and business process management has provided:
- Input Management of a large quantity of payment-disbursement documents (40 million documents annually – pension orders, cheques, money orders, POS slips, etc.)
- Electronic movement of documents according to the procedures defined by a record protocol
- Integration with Bank's IS
- Forming of client's electronic cases
- Document keeping within defined timeframes

IIIntelligent capture offers a comprehensible and flexible approach to input of documents and data into the system, which results in a significant cutting of costs related to paper document processing, increased accuracy of entered information, improvement of business processes and mitigation of risks related to paper document management.

Yet, the Intelligent Capture Solution goes a lot further than ordinary scanning solutions. It easily accesses information both at the level of centralized scanning operations and from distributed locations.

Input Management based on Captiva products integrates the use of scanners and multi-functional peripherals (MFP), as well as loading of documents through email servers and network folders.

In order to handle, with quality, the difficulties which accompany processing of batch documents, we implemented a technology that automatically classifies all types of documents and extracts data that will be later used in business systems.

Intelligent document recognition technology automates the process of identifying all incoming documents – including both structured and unstructured ones – and intelligent extraction of relevant business data from documents.
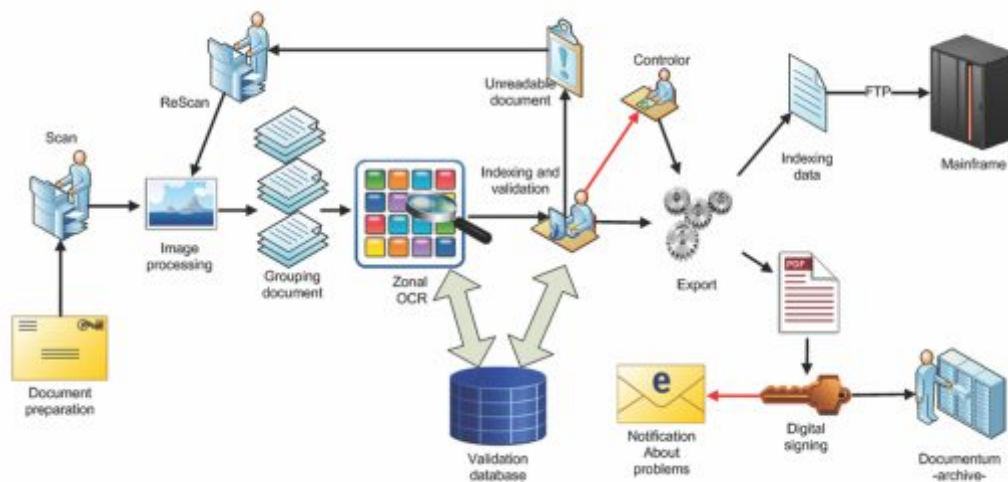
Intelligent Capture Solution is fully integrated with the system for content and business process management and Bank's Core system.

Implementation of this Solution has eliminated boundaries between electronic processes and paper documents, improved cost control, increased revenues and ensured competitive advantage, and is primarily noticed in the following areas:

- Transformation of paper documents into usable business data eliminates boundaries between electronic processes and paper documents.

- Identification and input of data from paper documents is a slow process and requires unnecessary labour costs. Instead of the slow, manual process susceptible to error, tools for automatic classification and recognition can quickly process documents, identify a document type, extract and validate data from these documents.
- Intelligent capture provides organizations with advantages of parallel processing of data and documents, further productivity enhancement, and enables participation of documents in a number of different processes.