

PSC Prominvestbank Ukraine

Centralized electronic archive with distributed scanning solution & business process management, workflow automation

CASE STUDY

SECTOR

Banking

COMPANY NAME

Prominvestbank Ukraine

COMPANY SIZE

> 10.000

CUSTOMER PROFILE

Prominvestbank was founded in 1992. During all of its history Prominvestbank has been being among the category of the largest Ukrainian banks. In 2001 the Bank had been ranked among the Top 1000 World Banks and is one among them now. Prominvestbank was awarded by "The Banker" (Financial Times) English magazine "The Bank of the Year for Ukraine" in 2003, 2004 and 2006.

SOLUTION

In a strong competition, PiB has chosen GRADIENT and its solution based on:

- ▶ **GRADIENT Capture Suite** — solution for scanning, indexing, recognition and verification of documents
- ▶ **GArchive** — enterprise level document management system with many references in financial institutions in CEE
- ▶ **K2 blackpearl** — BPM Magic Quadrant

MAIN BENEFITS OF THE SOLUTION

PiB has identified the goal of the project by stating the following goals and business benefits, with which the solution is fully compliant:

- ▶ Create a central solution for enterprise level electronic archive (document management system) - access everywhere
- ▶ Migrate the distributed paper archive into the central electronic solution and create structural storage of all documentation in the bank
- ▶ Eliminate slow, paper-based business processes and optimize them using automated workflow platform
- ▶ Be able to track the status of running business processes in the bank, assigned tasks and activities as well as better manage bank employees

Prominvestbank Ukraine is currently processing more than 10.000.000 documents, having around 6000 internal users.

PROJECT BACKGROUND

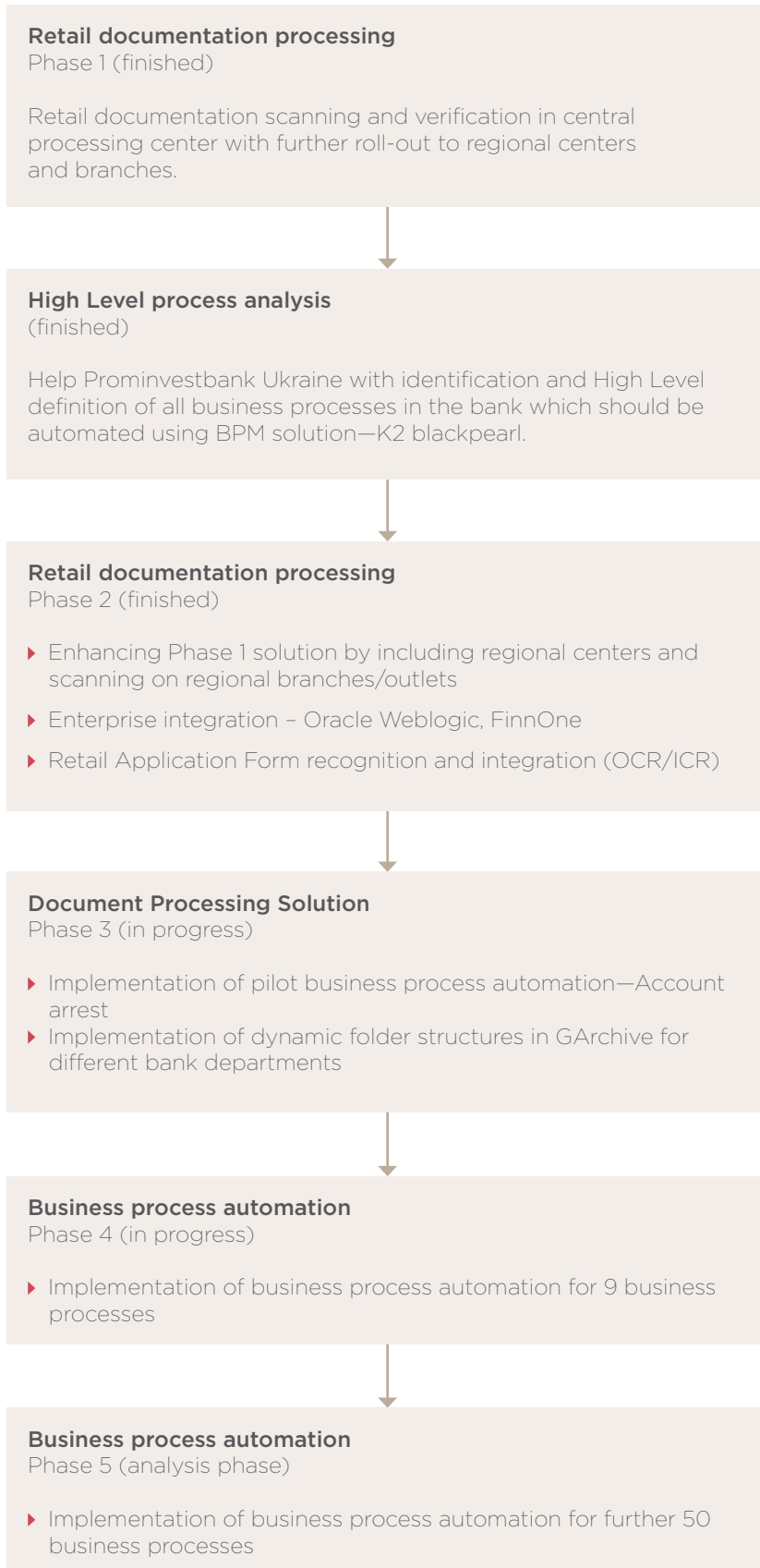
In 2010/2011, Prominvestbank Ukraine has issued a tender for selecting a strategic partner to cover the area of implementation of:

- ▶ Centralized electronic archive with distributed scanning solution
- ▶ Business process management and workflow automation

In a strong competition, PiB has chosen GRADIENT.

CASE STUDY

PROJECT PHASES



GRADIENT Capture Suite is tailor-made for your enterprise corporate environment, yet the modular design is flexible enough for small businesses. It allows you to seamlessly process and transform all your paper documents into manageable digital content. GRADIENT Capture Suite is used in 15 European Banks and other financial and commercial institutions.

GArchive supports you and all your needs in competitive corporate environments with easy access to digital content by reducing search time. It doesn't matter if you are working with millions of documents or if you are working from home or your office – it's Quality we strive for, quantity is no challenge. GArchive does the hard job keeping all information clean and accessible, so you can focus on your customers.

GScan is a simple, yet powerful and feature-rich scanning application that scales up from just a few documents to massive high-volume document batches. It supports your document input lifecycle through scanning, barcode recognition, indexing and many more other features. It understands you, thanks to native language support of all standard languages as well as those of the CEE regions. Your IT department will be satisfied with out-of-the-box Windows 7 compatibility certificates.

CASE STUDY

SOLUTION DESCRIPTION

To cover all requirements and be compliant with existing infrastructure, the solution has been built on renowned enterprise products, already referenced in many financial institutions in CEE:

- ▶ **GRADIENT Capture Suite**—solution for scanning, indexing, recognition, verification and management document processing workflow consisting of:
- ▶ **GScan**—highly ergonomic scanning and indexing solution
- ▶ **GBatchManager**—document processing workflow and management system
- ▶ **GVerificationStation**—verification of recognized documents
- ▶ **GRecognitionStation**—system for OCR/ICR recognition
- ▶ **GArchive**—web client enterprise document management system being capable of storing tenth of millions of documents, having built-in document preview module, folder structure management, complex security management and many other enterprise DMS features
- ▶ **K2 blackpearl**—Gardner Magic Quadrant BPM product on Microsoft platform allowing to automate and optimize business processes, integrated with GArchive so that the users use only one user interface

The first project phase included building a central processing center in Kiev with decentralized scanning of retail documentation into a central electronic archive—GArchive. Documents are being scanned at branches across Ukraine as well as in headquarters in Kiev, indexed and automatically transferred and stored in GArchive. Defined folder structures for customers and their products are dynamically created as documents enter the system, access rights are automatically set as well.

During the second phase, this solution has been enhanced by integration to existing and currently deployed core banking systems via Oracle Weblogic middleware and by automatic recognition of retail Application Forms. In parallel, GRADIENT helped PiB on a consultancy level by providing analytical experts for identifying business processes for process automation and by creating a High Level analysis of over 60 business processes. Last phase for now included business process automation with the first process being implemented:

- ▶ **Account arrest**—process of blocking customer accounts based on official requests received from a state or justice authority

Current implementation in progress includes development of further 9 business processes, covering cross department processes—legal department, operations department, etc. Activities of solution implementation lifecycle requiring physical presence in Ukraine is fully covered via local partner—BMS consulting.

SOLUTION BENEFITS

- ▶ Centralized electronic archive and distributed scanning solution allowed PiB to have all documents available anywhere, anytime
- ▶ Central electronic archive gives opportunity to have business processes automated on top of electronic documents and folders
- ▶ Business process automation reduced length of the process execution and made them more efficient.
- ▶ At the same time, management of specific departments can track and report the execution and current status of business processes

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