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Automatic processing of payment orders
at UniCredit Bank Slovakia.

CASE STUDY

SECTOR

Banking

COMPANY NAME

UniCredit Bank Slovakia

COMPANY SIZE

> 1.000

CUSTOMER PROFILE

UniCredit Bank is a strong and efficient European bank with a dominant position in Central and Eastern Europe operating in 17 European countries.

SOLUTION

Effectiveness of administrative processes is the route to decreasing costs and thus increasing competitiveness and profitability. One of the key activities of banking institutions is the area of processing payment orders.

UniCredit Bank Slovakia has made this procedure more effective by the implementation of

the high-tech information technologies, on the basis of automatic form processing. For this, it makes use of top-quality OCR/ICR technologies for character recognition plus a system for electronic management and archiving of documents.

MAIN BENEFITS OF THE SOLUTION

- ▶ Significant speeding-up of entry of form data through the replacement of manual typing by automatic processing,
- ▶ Savings on human resources – reduce dramatically the number of operators to only 1/5 compared to the old system,
- ▶ Removes load on bank retail workplace in processing of payment orders, and thus leaves employees free for other activities like product sales or services,
- ▶ Enables speedier settlement of claims,
- ▶ Hardware and software implemented can be used in the future for automated processing of other types of forms and documents,
- ▶ Fast return of investment.

The project was implemented by the GRADIENT ECM, whose automated processing and document management technologies are used by eight banks and eight insurance companies in the Czech Republic, Slovakia and in many other countries.

DESCRIPTION OF SOLUTION

The proposed solution for automated processing of payment orders is made up of:

- ▶ distributed scanning of payment orders on 100 branches by means of the GScan scanning and indexing system,
- ▶ import of electronic images of scanned payment orders to head office through existing network,
- ▶ recognition of handwritten characters from payment orders through the powerful OCR/ICR recognition technologies,
- ▶ data correction and verification by means of checking procedures used in banking environments to ensure data accuracy before its entry in BIS,
- ▶ data export to BIS and electronic images of payment orders to the DMS GArchive electronic archive.



TIMEFRAME

Implementation of the solution in all bank branches was executed in time – three months.

CONCLUSION

By introducing the progressive IT software devices described above, UniCredit Bank Slovakia sharply increased the effectiveness of the work processes for processing payment orders while reducing expenses for their execution.