



A Partner Solution for the Financial Services Sector

Implementing a Universal Management Platform for Incoming Documents for Enhanced Operational Efficiency

IBM **Information Management** software

Atos Origin Universal Discovery for Incoming Documents

Partner Solution

■ **Target Industries**

*Banking and Financial Markets
Insurance*

■ **Business Applications**

*Case Management
Claims Processing
Digital Mail Room*

■ **Products**

*IBM FileNet Business Process
Manager
IBM FileNet Content Manager
IBM FileNet Image Manager*

Business Challenge

Every day, insurance companies and financial institutions receive large numbers of diverse customer documents from different channels, such as email, fax, paper and more. While several applications exist to manage the content, they are often incapable of standardizing the sub-process of identifying and cataloging the incoming documents for a federated view. This can cause inefficiencies in the flow of work and result in lower customer satisfaction.

Solution

Atos Origin's Universal Discovery for Incoming Documents platform helps insurance companies and financial institutions manage any incoming document – whether via paper, fax, email, file transfers or user application. The solution provides an easy-to-configure routing process for content identification that connects to the IBM FileNet Business Process Manager suite on a unique, Web service-oriented platform. Leveraging the IBM FileNet P8 platform, including content, process and Web services, the solution includes document virtualization and polymorphism to provide business users with service access points to any incoming

document displayed according to their business needs.

Value Proposition

Atos Origin's Universal Discovery for Incoming Documents solution delivers significant benefits to insurance companies and financial institutions, including:

- Providing a paperless incoming documents management solution
- Automating the routing of incoming documents to business users (business rules engine integration)
- Enabling data exchange with external systems for metadata validation/ completion before and during routing
- Providing a full, Web services approach for quick and easy integration enterprise-wide
- Facilitating full-document record management for increased compliance

Company Description

Atos Origin is a leading international IT services provider of integrated design, build and operate solutions to large, multi-national clients in carefully targeted industry sectors.



Our business approach is based on establishing long-term partnerships that encourage success through mutual benefit. We deliver our solutions within a global framework of three major Service Lines: Atos Consulting™, Systems Integration and Managed Operations. We also provide Business Process Outsourcing (BPO) and specialist processing services on a global basis and are a key European player in payment and card processing services, CRM and multi-channel contact services through Atos Worldline.



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