IBM

IBM `Information Management` software

Imagine Solutions BankFlow™

Partner Solution

- **Target Industry**
  Banking and Financial Markets

- **Business Applications**
  Retail Banking Transaction Management

- **Products**
  IBM FileNet Business Process Manager

  IBM FileNet Capture

  IBM FileNet Content Federation Services

  IBM FileNet Content Manager

  IBM FileNet eForms

  IBM FileNet Process Analyzer

  IBM FileNet Storage Connectors

  IBM InfoSphere Content Collector

  IBM InfoSphere Enterprise Records

IMAGINE
SOLUTIONS™

Business Challenge

Banks are challenged to balance both cost-effectiveness and compliance requirements with ever changing customer, technology, document security and money management demands. Speed to market is also an essential requirement. Looking to attain a competitive edge, banks realize that a seamless exchange between branches and operations enables them to more effectively comply with customer privacy requirements, respond to customers in a more timely fashion, and improve the ability to flag fraudulent activity and minimize portfolio risk.

Solutions leveraging enterprise content management (ECM) and business process management (BPM) are ideal for retail banks to support the safe and secure management of vast volumes of branch documents, including: signature cards, account maintenance changes and receipts. In response to the current credit crisis, CFOs are demanding cost cuts across the board. A Web-based environment that leverages electronic documents and automated processing, can garner significant savings in labor, paper, courier costs, copying, filing and offsite storage.

Solution

Imagine Solutions' BankFlow™ provides banking organizations with support for all retail banking transactions (e.g., checking, savings/DDA, wire transfer, CD, money market, check card and credit card). This file-encrypted, extensible solution automates the processing of both paper and electronic documents between branches and operations. BankFlow enables branch personnel to capture documents for a variety of transactions at the branch, index or electronically file the documents, and transmit those images to central offices in a secured environment for processing. This, in turn, enables banks to reduce courier costs; eliminate data-entry by capturing information once and leveraging it throughout the branch transaction lifecycle; and, improve communication between branch/sales and operations.

It also provides improved operational visibility, enabling banks to forecast the workload demand of downstream processes. The solution also captures the workflow process history, simplifying the fulfillment of audit demands. The solution also supports self-service portals, enabling banks to minimize internal customer service demands.

Value Proposition

Imagine's BankFlow™ supports paperless transactions and risk-based quality control, giving banking organizations the ability to shorten cycle times, improve service levels, and mitigate risks across retail banking processes. BankFlow increases throughput and capacity with existing resources and eliminates costs associated with document shipping, inbound document processing and operations processes.

While the savings vary by financial product, the return on investment averages out to be $20-25 per deposit and administrative-type documents with short lives, $50 for investor-type documents and $85 per lending file. Imagine Solutions' years of financial industry experience and expertise in solving ECM problems has resulted in banking solutions that allow banks to:

- Cut service processes on average by 20 to 48 hours;
- Reduce loan processing costs by more than $75 per loan;
- Slash paper and copying costs by more than 30 percent;
- Maintain a competitive edge on banking competitors; and,
- Achieve compliance with customer privacy industry regulations.

Company Description

Imagine Solutions is an IBM Software ValueNet Business Partner and provider of full-service ECM solutions. They have a proven track record of accelerating paper and process workflow for information-intensive, compliance-driven organizations in the financial services, healthcare, energy, insurance and government industries.

For companies that seek to grow their business without linear cost increases, Imagine Solutions provides well-conceived ECM strategies that optimize business practices across the enterprise, or line-of-business, through a unique balance of industry experience, ECM solutions and superior proficiency. The results are paper volume diminished, productivity heightened, compliance and audit risks minimized, and operational costs reduced by 30 percent or more.

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For more information, visit
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