



IBM **Information Management** software

Imagine Solutions Encapture for Stores

Partner Solution

■ **Target Industry**

Retail

■ **Business Applications**

Branch/Store Back Office Automation

■ **Products**

IBM FileNet Business Process Manager

IBM FileNet Capture

IBM FileNet Content Federation Services

IBM FileNet Content Manager

IBM FileNet Image Manager

IBM FileNet Process Analyzer

IBM FileNet Storage Connectors

IBM Content Manager

IBM Document Manager

IBM Information Integration Content Edition (IICE)

IBM InfoSphere Content Collector

IBM InfoSphere Enterprise Records

IBM OmniFind Discovery Edition

IBM OmniFind Enterprise Edition

IBM OmniFind Analytics Edition

IBM Records Manager



IMAGINE

Business Challenge

To run their businesses more efficiently, large national retail chain stores must streamline back office operations from remote locations to centralized operations centers. Today, these organizations face a host of complex and costly decentralized document management processes that are vital to driving day-to-day operations such as: Human Resources, Billing, Accounts Receivable/Accounts Payable, Credit Applications and more.

As well, many national retail chains offer a consumer line of credit in store and on-demand. The credit approval process is made very easy for the consumer; they simply fill out a pre-printed credit application form and wait a few minutes for the approval process. This is the beginning of the paper lifecycle that the retailer and financial creditor must manage. The original applications need to be shipped to the home office and a copy of each application is, in turn, copied and forwarded to the financial creditor for processing and archiving. These manual processes are time consuming, involve expensive overnight shipping and expose the retailer to added security risks related to managing customers' confidential information.

Finally, every employer is required to collect and process a completed

Form I-9 (Employment Eligibility Verification) for all new hires within three days. Large national companies face a unique problem of capturing, managing and complying with this government mandate from remote locations.

Solution

Encapture for Stores is a configurable and extensible Web-based remote scan/capture solution embedded into touchscreen multifunctional devices (MFD) commonly found in branch operational environments. Encapture for Stores is configured to meet the needs of branch application's processes (e.g., HR, Credit Application, Bills of Lading) to prompt a user to key unique index fields and route documents (workflow) directly from branch locations to a regional or corporate operations center.

For example, credit applications can automatically be digitally captured and indexed at the point of origin and placed within a workflow approval process queue and, at the same time, automatically release images into the company's document management system that same day. This process ensures that the credit application is automatically made available at a corporate level while establishing a secure audit trail to protect sensitive information. Additionally, this distributed capture process reduces the cycle time drag associated with paper documents and manual processing, as well as associated shipping and handling costs.

Value Proposition

Encapture for Stores enables retail organizations to:

- Manage paper digitally across the enterprise and capture and index documents at the point of transaction, to reduce cycle time;
- Improve customer service with more efficient document processes;
- Provide better document control with regards to sensitive information;
- Improve data collection while reducing errors and lost documents;
- Reduce shipping and handling cost; and,
- Go “green” by reducing paper waste.

If a national retail chain has 2,900 locations in North America and each location ships two overnight packages per week to central processing, that adds up to 5,800 packages shipped and processed each week. Calculating estimated costs for overnight shipping and processing fees, (i.e., open, sort, index, scan, route internal mail, storage, lost processing time, lost documents and security) it costs a total of \$139,200 per week to manage a manual process of shipping and processing documents.

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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Printed in the USA

08-09

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