

Document Management in financial institutions of the Region

In accordance with its strategic focus, SRC Group, Slovenia's leading system integrator, is active in the SEE region, especially in the region of former Yugoslavia. In cooperation with experts from its subsidiary SRC Beograd, SRC launched a business solutions package Origami to support automatization of document management procedures. Despite the fact that Origami is intended for all industries, the product in its previous version developed by SRC Beograd has been especially popular recently in the financial institutions segment, where implementation projects have already been successfully carried out in leading institutions of the region: UniCredit Bank, Nova Banka, S-Leasing, Serbian National Bank.

Presence in the region

SRC Group is Slovenia's leading systems integrator, offering its clients and partners comprehensive solutions comprising the complete range of services from counseling, analyzing, planning, project development, research, delivery to hardware and software implementation, implementation of business solutions, training, support and maintenance and related services.

In accordance with its strategic policy of expanding its influence within the region over recent years, and particularly actively since the establishment of the subsidiary companies SRC Belgrade, SRC Croatia and SRC Macedonia, SRC Group is expanding its market presence and showing increasing activity in this part of Europe. Evidence of the company's successful presence on the region's market is seen from its successfully implemented projects, and its expansion of activities and bold plans for the future indicate a synergy between experts from all companies belonging to the SRC Group, and further proof can be seen from as projects currently in development and implementation phases and other business plans and strategies

involving, among other things, development and marketing of document management software and products.

Document management

One of the company's key product lines is knowledge management, specifically document management. Like in other areas, during the years we have obtained much knowledge and practical experience in this area, and have formed a team of top field experts who are passing their knowledge along at many professional conventions and other events, seminars, trade fairs and conferences both in Slovenia and abroad. In the context of our projects, we are implementing the equipment of our strategic partners, the world's leading producers of hardware and software (HP, IBM, Microsoft, EMC, ReadSoft, Kofax ...).

Document management is a broad area which involves numerous technologies and specific disciplines which, when combined, represent modern technologically advanced systems and solutions. These bring efficient support for business processes in management of documents and contents in all segments of

modern business and functioning of society as a whole. Interdisciplinary integration with other systems, solutions and technologies is also important (i.e. transaction systems, data warehouses, specialized solutions for vertical market segments etc.), allowing for additional automation, modernization and comprehensive support for business operations.

Our expertise and success in this area can be seen from the great number of satisfied clients and partners, users of our systems and solutions from all five "pillars", or industry segments SRC covers: financial institutions, telecommunications and logistics, economy, healthcare and public administration.

Origami

As a result of its extensive knowledge and experience on one hand and the perceived demand of the market on the other, SRC joined forces with a team of developers and other IT specialists in SRC Belgrade to create a modern package of business solutions to support and streamline document management procedures. This package was launched on the market

under the shared name of Origami.

In accordance with the eDMS concept, Origami is designed as a solution to support document management procedures. The package is intended for SMEs and organizations from all industries. It can be quickly deployed in the client's environment, as it already contains certain predefined basic procedures for an out-of-the-box user experience, allowing users to begin using the product quickly after installing the product, adjusting the settings and briefly familiarizing themselves with it. At the same time, Origami enables easy adaptability to specific needs of the user and easy upgradeability and integration with other solutions.

In the context of the solutions offered by the Origami package users work with documents (mail, invoices, contracts, internal documents etc.) involving customer relations. Using these solutions helps them organize and standardize internal and external procedures (e.g. in customer relations) on one hand, while on the other hand it helps them reduce the time needed to search, retrieve and view documents on the user's screen. Thus, response times in resolving procedures are also reduced, quality of service is increased and customer and employee satisfaction is increased as a result.

Through use of electronic documents, archiving of physical (paper) documents is not as necessary as in the past, so less and less archival room is needed, a major cost item today. The amount of copying and distribution of documents in paper format is also greatly reduced. Furthermore, a great deal of time is saved on material costs, for example: paper, printing, copying, printer and photocopier toner, maintenance of aforementioned devices, delivery/postal services etc.

Through use of an electronic archive and electronic document management system we can reduce the potential for loss, destruction (fire, floods) or unnecessary delays involving documents, their security is increased (no unauthorized viewing or document theft), and document management procedures are much shorter and completely controllable. Companies already using such solutions have cut the time for approving suppliers' invoices from several

days to several hours while at the same time cutting numerous "soft" and "hard" expenses and payment of default interest or penalty charges due to failure to pay on time or default on contractual obligations.

Key features:

- short deployment time,
- better control over documents and events,
- transparent and efficient capture and distribution of documents,
- simple management of documents involved in procedures,
- transparent, fast and efficient way to approve invoices received,
- fast and easy searching through the e-archives and fast document retrieval,
- customizable applications to fit the user's needs,
- included basic analysis, installation, basic adaptation, introduction,
- ready for integration,
- expandability and upgradeability with other horizontal and vertical solutions,
- multi-language support.

Key business advantages:

- comprehensive support for procedures involving business documents, e.g. invoices, incoming and outgoing mail and contracts, internal documents etc.,
- faster distribution of documents,
- reducing the time needed for document editing, storage, searching and retrieval,
- centralization of archives, accessibility, security and control,
- improving business dynamics and increasing efficiency and employee satisfaction,
- logical links between documents,
- less paper in circulation,
- less archival storage needed,
- decreased cost of operation.

Clients in the region

Despite the fact that SRC's systems and solutions cover all industries and that Origami is intended for use in all these industries, in terms of implementation of the product in the region, SRC is currently most active in the financial institutions segment. Thus over 20 projects involving deployment of document

management business solutions have been carried out in the region.

UniCredit Bank of Serbia

In this bank a comprehensive document management system and our business solution for 550 users has been implemented, using a web interface and the IMiS/ARC document archive. Four specific vertical solutions exist for this project: Payment Order Processing System, Deposited Signature Records, Credit and Guarantee Procedure Management, and Status Documentation Management solution, which includes archiving large volumes of paper documentation.

Payment Order Processing System

This solution is focused on centralization of the process of importing and processing payment orders in the core banking system using eDMS. The basic idea is to facilitate the work of employees at branch offices and let technology carry out the procedure of inputting payment orders. This way employees are able to better serve the customer. Employees at branch offices can use this solution to quickly scan and send the payment orders to the bank headquarters for further processing: validation and input/import into the core banking system. This way a maximum level of control over the work is achieved, as all orders are entered into the core banking system from a single place. Thus the customer has effectively avoided the possibility of loss of entered orders, and the system allows users to locate and review the status of any payment order at any time. The solution is designed to process 20,000 payment orders per day, and it contains 3 central modules.

Exchange module. This module is used by employees working at branch offices. It is used for scanning and forwarding payment orders to the bank's headquarters for further processing. This module is a sort of special email client. The user selects a certain number of payment orders (up to 50 per batch), and runs the scanning operation on the batch to scan the orders, which are stored in a single multi-page tiff file (for better compression). This

module stores all sent batches and a history of operations performed: it contains information about who, when and how many orders were sent to the headquarters, with images of the scanned orders stored as attachments. The module features various statistical overviews by branch office and by user. A special alerting subsystem maintains control and warns users of any irregularities or errors. The module also contains an advanced search engine, so that each order can be retrieved easily and quickly.

Module for processing and entry of payment orders.

The payment order processing module includes a sub-system for administration and control of the work process, and a subsystem for collection and entry of payment orders into the core banking system. Payment order batches sent from branch offices are automatically unpacked as individual payment orders as soon as they enter the module, and are assigned the relevant "For Processing" status. Users in charge of inputting payment orders into the core banking system use this module to collect arriving batches and input them into the application. At any moment users can view information about how many orders are pending processing, how many have already been processed and which user is processing a particular batch and what stage of the process they are currently in. At the end of the business day all processed payment orders are automatically archived through a special process and deleted from the processing module, clearing it up for the next business day and making it ready to process new payment orders. The module features various statistical overviews by branch office and by user. It also contains an advanced search engine, so that each order can be retrieved easily and quickly.

Archiving module. This module stores information about all processed payment orders, which includes index data and history of the payment orders' lifecycles. The images of payment orders are stored in a special archiving system. The module features various statistical overviews by branch office and by user. It also contains an advanced search engine accessible using the web browser, so that each order can be retrieved easily and quickly.

Deposited Signature Records

The module for working with deposited signature cards is used for creating, storing and searching through scanned cards with deposited signatures. An eDMS client or web browser from the core banking application can be used. For accessing cards through other applications (of the core banking system), a web browser is used so that no additional licensing is required.

The process of card creation begins by creating a certain logical eDMS document (in the branch office or at the central location) where the ID of the business partner/customer and their bank account number are entered. The application is integrated with the client database from the core banking application and so all data can be kept up-to-date and synced with the core banking system data. In this manner a set of cards containing deposited signatures is formed for each customer, and all of these are archived at a central location in a bank, which all authorized users can access from any bank location. Access to the deposited signature card for a certain account (or another criterion)

is provided by a special web interface which requires input of the bank account number only (either directly or through the core banking application). Based on this data, the interface searches for all relevant documents contained in the eDMS system where the relevant account appears (it can appear on several cards which are linked to one account), and the selected document is then displayed to the user. If the search result returns one card only, a pop-up window opens automatically, showing the user the image of the card containing scanned signatures. If multiple cards are found, a special page is generated containing links to each of the found cards.

Loan procedure management

Loan applications are processed using the Loan Procedure Management application. The application is designed to document and monitor loan procedures for natural persons and legal entities (cash loans, vehicle loans, residential loans, commercial loans, premature loan repayments, additional procedures). The application is used in branch offices where loan procedures are documented and the original documents scanned and after capture and processing they are reliably and securely transferred and archived in the bank's central archive. This application allows users at the bank's headquarters to review all documents and monitor all work procedures. On the basis of these documents and the core banking application for loans allows users to perform risk management and perform loan record activities through the core banking system.

Status documentation management

The purpose of the Status Documentation Management module is to facilitate digital capturing of the clients' status documentation and allow processing, distribution to responsible bank personnel, recording any links to loan files or guarantee procedures, updating such records (in case of any substantive changes), while providing access to any previous versions. Once entered in the system, the documentation is available to all responsible bank personnel, so it can be used, among other purposes, for generating various reports or creating new loan records or guarantee procedures. In this regard there is no need to re-capture or re-enter the new status documentation in its entirety, but only that which is different from existing documentation already entered in the system. The loan file or guarantee procedure linked to the version of the status documentation is recorded.

Nova Banka

In addition to the core banking processes (loan procedures, guarantees, deposited signatures), Nova Banka uses our solution to support document management in Human Resource Management (HRM), as well as in the Legal Department (representation, litigation).

National Bank of Serbia

The project in this bank is entirely based on expanded vertical solutions provided by our product. It has been used in day-to-day operations for 3 years. Installation in the context of our eDMS solution package currently supports over one hundred different business processes in the General Secretariat, Governor's Office, the IT Sector and the Legal Sector. The application has 225 users and currently the electronic work management application is being implemented across all organizational units of the NBS.

S-Leasing

The project is based on standard functionalities of our document management solution, with additional adaptations to support

certain specific processes used by the client. In accordance with the client's request, the emphasis was mainly on supporting sales activities, communication with potential bank customers, financial analysis and risk assessment activities, and approval of leasing contracts. The solution has been in use in the client's day-to-day operations for over two years.

Clients in the Region

1. National Bank of Serbia, Serbia
2. UniCredit Bank of Serbia, Serbia
3. UniCredit Leasing of Serbia, Serbia
4. Republički fond za penziono i invalidsko osiguranje (RF PIOZ Serbia), Serbia
5. Građevinska Direkcija Srbije, Serbia
6. S-LEASING, Serbia
7. SMECA, Serbia
8. Nova Banka, Bijeljina, BiH
9. Futura Plus, Serbia
10. Dunav RE, Serbia
11. Telefonija i BeotelNet, Serbia
12. Opština Kula, Serbia
13. Ministry of Transport and Communications, Macedonia
14. Lovćen osiguranje, Montenegro
15. Europerol i Eurogas, Serbia
16. Potiski vodovodi, Serbia
17. Monterra, Serbia
18. Vesimpex, Serbia
19. Customs Administration of the Republic of Macedonia, Macedonia

Conclusion

In this manner, SRC continues and plans to further increase its control over the Slovenian market and, in accordance with its regional focus, spread its wealth of knowledge and experience in the field of document management and other fields on the markets of the former Yugoslavia, in Europe and beyond. One of the products which will be near the top of the list of priorities involved in expansion of activities

in the aforementioned regions is Origami, which helps SME's and organizations in all industries streamline their document management processes. The product is already showing excellent results in environments where it has been implemented.

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Picture 2: Screenshot of the client solution in a web interface for loan procedure management (testing environment in Serbia)



Picture 3: Screenshot of the client solution, web interface (testing environment in Serbia)

