

MEETING BACK OFFICE CHALLENGES WITH ENTERPRISE CASE MANAGEMENT

BANKS UNDER MOUNTING PRESSURE

Financial institutions face many issues in today's environment. Not only must they respond to economic and market changes, they must also address challenges in back office operations. The back office might well be considered the very heart of the bank. Its operations enable the bank to deliver on its promises and obligations to customers, partners and regulatory agencies.

The performance of the back office is directly related to the bank's success.

MITIGATING NON-COMPLIANCE RISK

Banks must adhere to an increasing number of laws and regulations. Failure to comply can result in severe fines, costly audits and legal prosecutions as well as reputational damage.

REDUCING COSTS

Banks are under tremendous pressure to find cost savings wherever they can. The bank's back office operations are made up of numerous complex and costly operations, many of which still include labor-intensive and paper-based processes.

MINIMIZING OPERATIONAL RISK

Operational errors, breaches and external disruptions can result in monetary losses, impact the bank's reputation and potentially result in legal actions. Missed deadlines, accounting and/or data entry errors and inaccurate records can have severe consequences for the bank.

RESPONDING RAPIDLY TO CHANGES

Shifting operational and regulatory changes often find banks unprepared, resource-strained and struggling to comply in required time frames. Many banks lack the flexibility to deliver on new and changing requirements in an evolving environment.

MANAGING LARGE VOLUMES OF DATA

Back office processes entail checking and correlating huge quantities of data from disparate sources. Compliance-related and other back office processes frequently demand collecting and mining data extensively for in-depth analysis and reporting.



All My Papers helps banks overcome these hurdles with a powerful, flexible and easy to use case management solution.

ECM, a fully integrated enterprise-level system, provides your organization with a user-friendly and flexible solution for tracking any case from receipt through final resolution.

Many cases can be automatically created and case data pre-populated based on receipt of information from external or internal sources.



Content needed to research and resolve cases is handled securely and is automatically delivered to designated people or systems for processing.

Task-driven workflows and rules-based decisioning coordinate staff and system activities in a controlled and methodized flow.

Make better decisions and resolve cases faster by putting Enterprise Case Management to work for your institution.

POWERFUL FEATURES CURRENTLY DEPLOYED BY FINANCIAL INSTITUTIONS ACROSS THE U.S.

Inputs & Interfaces

ECM empowers banks to automate a wide variety of case types on a single platform

- Liens
- Levies
- Subpoenas
- Garnishments
- Reclamations
- Decedents
- Adjustments
- Collections
- Disputes
- Reg E

Retrieves information needed for case processing



Initiates actions via Web Service Messaging for seamless resolution



Generates GL entries for disbursements, transfers, adjustments, etc.

Interfaces to data warehouses and other external systems as needed



Case Processing

Cases can be initiated manually or electronically

» OCR ENGINE automatically captures data from case documents.

Case records are configurable by case type

Centralized and secure content management gives your team the information they need

» Case records, documents, customer information, etc. are accessible throughout the enterprise per your authorization specifications

» Accommodates searching and managing very large volumes of data



Powerful workflow engine breaks down complex workflows into well-defined, simpler units for easier management, implementation and testing

Prioritizing tasks according to importance or urgency ensures attention directed to the right case at the right time

Configurable business rules define the case workflows and drive decision making in accordance with applicable procedures and regulations

Operators can quickly view and determine which tasks are due so deadlines are never missed

Required Correspondence



All required correspondence is preconfigured and assigned for use by case type

An embedded rich text editor facilitates management of letters, forms, notifications, etc.

Disbursements

Generates ACH and other electronic payments as needed

Produces official checks via an integrated MICR laser check writing module



Reporting & Audit Trail

ECM's reporting engine helps your team find what they need when they need it



Reports are available to track and manage all case processes

Each report is designed to improve workflow, ensure compliance and enhance process efficiencies

Audit Trail tracks and reports all user actions and business rule executions

Fee income is tracked and reported by case type, region, state and/or sending agency for billing



All configuration settings are parameter based. Additional business needs and interfaces are addressed via .NET scripting macros, enabling a rapid response to new and changing requirements.

ALL MY PAPERS™ MEETING BACK OFFICE CHALLENGES WITH ENTERPRISE CASE MANAGEMENT

ECM is specifically designed to help your bank streamline its processes and workflows. Its advanced features and capabilities make back office case management easier than ever!

MITIGATING NON-COMPLIANCE RISK

ECM enables banks to fulfill rapidly growing compliance requirements by standardizing processes and ensuring that regulatory procedures are followed correctly and consistently. The system provides a complete arsenal for enforcing regulations and mitigating the risk of fines, penalties and reputational fallout of non-compliance.

REDUCING COSTS

All My Papers' Enterprise Case Management system performs complex tasks much more quickly and efficiently than current systems. Banks resolve cases faster by taking advantage of ECM to replace labor-intensive and paper-based processes with automated task-driven image-based workflows.

MINIMIZING OPERATIONAL RISK

ECM provides a reliable platform for automating back office operations. It helps banks avoid missed deadlines through improved productivity and case tracking, while reducing human errors that cost banks a lot of time and resources. Enterprise Case Management is an invaluable tool for controlling and managing your operations, standardizing best practices and significantly reducing operational risk.

RESPONDING RAPIDLY TO CHANGES

With ECM's built-in flexibility and ease of use, organizations can respond quickly to new and changing requirements. Configurable business rules and tasks combined with the use of .NET scripting macros for extended capabilities provides the flexibility your bank needs to meet the demands of a dynamic processing environment.

MANAGING LARGE VOLUMES OF DATA

ECM's content management streamlines the data experience by accommodating search and management of huge quantities of data while protecting sensitive information. It ensures that your team has access to the information it needs when they need it.

The current landscape for financial institutions is indeed challenging, but it is also filled with opportunities to expand capabilities, adopt new technologies and position themselves to address back office challenges now and well into the future.