

# Business Process Efficiency Project



## Industry

BFSI

## Overview

Managing manifold applications across different Line of Businesses (LOB's) is a Herculean task and chances of errors are many. Providing solutions to the same requires capability in Enterprise Content Management (ECM) and re-engineering the document management process.

## Improving Business Process Efficiency & System Integration



### Client

A full fledged bank and one of the fastest growing financial service retailers in the US. The organization has honed a unique and very successful retail model, which fuels the bank's continuous growth.

- Managing disparate silos of information
- Accessing content from various locations

### Business needs

The organization has several disintegrated line of business (LOB's). To process the documents from different LOB's, the lending division of the organization was using various thick and thin client applications with visual workflow and eProcess.

### Datamatics' Solution

Datamatics proposed a proof-of-concept:

- Based on the Barcode value, documents were indexed and committed to centralized repository. Post committal of documents, a workflow based on IBM FileNet P8 Process Manager was triggered
- Creation of Object Stores, Document Classes, Properties, Choice Lists, Entry Templates, Search Templates, Out Of Box Events and Subscriptions
- Enforcement of Security on P8 Objects
- Performing Export/ Import of data from Production P8/ Panagon environment into the Test/ Dev P8/ Panagon environment
- Monitoring Production systems for meeting SLAs
- Writing Batch scripts/ Shell Scripts for ease of administrative efforts
- Maintenance and issue resolution of custom business applications Support for testing activities for Integration projects

### Challenges

Managing multiple applications across different LOB's was a cumbersome process which in turn produced a higher error rate and lack of visibility. The other challenges include:

- Uniqueness of document was not managed
- Maintaining security of applications

# Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC<sup>2</sup>
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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## Approach

Datamatics leveraged its capability in Enterprise Content Management (ECM) solutions to address the issues pertaining to different LOB's and re-engineered the entire document management process.

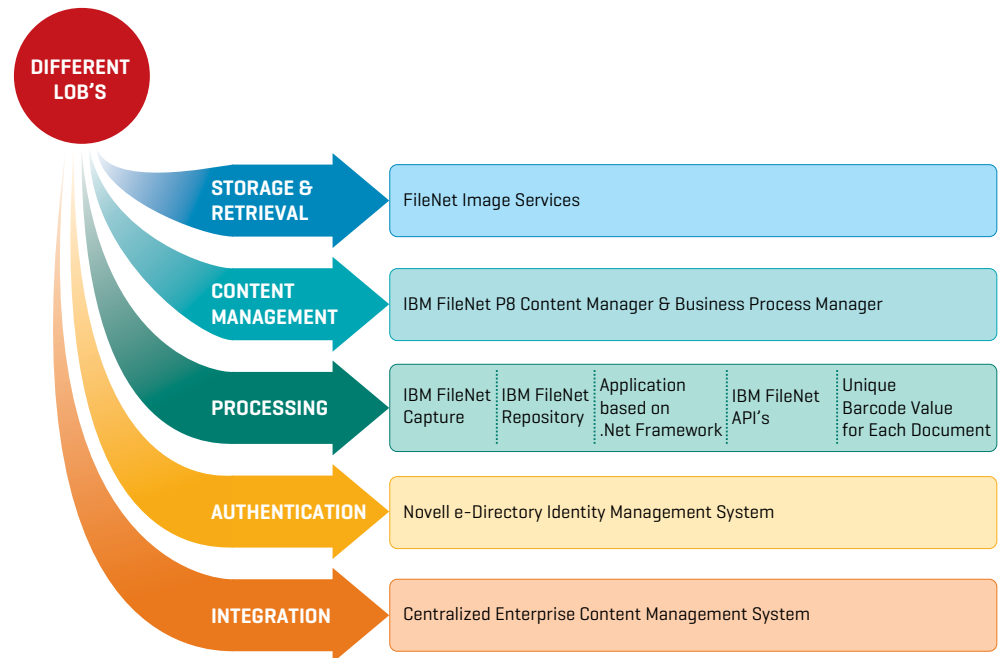
- IBM FileNet Image Services was used to store and retrieve content received by various customers
- Datamatics deployed a team of four professionals including IBM FileNet Administrator and three Sr. programmers' onsite for a period of two years
- Installation of IBM FileNet P8 Content Manager and Business Process Manager was carried out
- Datamatics developed customized application based on IBM FileNet Capture to process scanned documents into the centralized IBM FileNet repository

- Customized application based on .Net Framework and IBM FileNet API's that generates a unique barcode value for each document was developed
- Integration of centralized enterprise content management system with existing Novell eDirectory identity management system was built to maintain authenticity of users

## Benefits

- Centralized repository for all documents
- Improved Search/Retrieval Facility
- Enhanced security for documents
- Improved usability and scalability
- Reduced operational cost

## Process



## Result

The project has been successfully implemented and currently it is in support and maintenance phase.