

Liberating Processes

When this Portuguese bank came to renew its managed print service, its priorities were workflow transformation and security. Today the bank is freeing themselves of security risks and liberating workflows through the use of Xerox® technology — bridging the physical and digital.



CHALLENGE

Contemplating the renewal of its managed print service (MPS) contract, this bank knew it wanted a provider that could identify transformational efficiencies beyond traditional print applications and cost savings.

While still looking to further cut the cost of its overall print infrastructure, the bank primarily wanted a service that would unlock digital transformation for paper-centric processes. In particular, it wanted to simplify and speed up a number of branch processes for staff and customers, while also doing better to protect personal and financial information across its 700-strong branch network.

SOLUTION

The bank considered several MPS providers and ultimately chose to re-contract with Xerox (its existing, and trusted, MPS provider). It liked the flexible workflow support of the latest Xerox® multifunctional printers (MFPs), equipped with programmable Xerox® ConnectKey® Technology. And it was impressed with the level of security inherent in the Xerox® devices and able to be built into its customised workflow applications.

To support the bank's cost-control ambitions, Xerox was also able to deliver a secure print management and reporting solution across all of the bank's branches, without any print servers in-branch.

RESULTS

Digital transformation, enhanced security, visibility of device use, cost-cutting — all objectives were quickly and smoothly achieved as a result of:

- Ongoing digitisation of processes using MFPs, including:
 - Straight-through scanning and upload of documents for loan approval: cutting out ~3 days to post and centrally scan documents
 - Faster account opening.
 - Digitised process for reporting suspected counterfeit banknotes
- User authorisation (using staff ID cards) in full compliance with Portuguese banking regulations
- Secure pull-printing in all locations (users can print using any MFP after authenticating themselves at the device)
- Multi-layer device security in line with strengthened bank information security requirements
- Improved reporting and accounting, covering who has printed what, where, how much it cost and through which cost centre. Significant savings through the elimination of 700 print servers
- Consistent overachievement in supplies management and other SLAs.

THE MANY FACES OF RELIABILITY

The managed print service (MPS) delivered by Xerox to this bank covers approximately 3,900 devices and 800 locations throughout Portugal, including around 700 branches.

Besides proactive device and supplies management to ensure that staff can always print when they want to, the service focuses on simplifying paper-centric processes and protecting the personal and financial information of customers. The service is reliably available, reliably efficient and reliably secure.

SO MUCH MORE THAN A PRINTER

Every branch has at least one Xerox® ConnectKey®-enabled MFP with a tablet-like touch interface, each with a number of standard built-in apps (such as scan-to-email or to Dropbox) and several customised workflow apps developed for the bank's specific requirements.

For example, reporting a suspected counterfeit banknote used to be a slow process relying on staff physically mailing the notes. Today they simply place the banknote on the MFP scanning surface and hit three buttons. Done.

To access the customised apps, staff must be authenticated at the MFP with their staff ID card and PIN. The MFP won't display any app that they aren't authorised to use.

WHY WAIT THREE DAYS?

One of the most-used applications is for straight-through scanning and upload of documents for personal loan applications, which has been developed in full compliance with Portuguese banking regulations.

Customers applying for a personal loan must

do so in-branch. The process includes completing forms issued by the bank and providing supporting documents, after which the application can be fully assessed and approved. Branch agents used to physically mail validated copies of all required documents to a central location, where they would be scanned, then manually uploaded to the loan application system. Branch agents could easily fail to spot that a required document was missing from the posted package, which would cause a delay down the line. Even without such errors, the process took around three days on average.

Any process involving the physical movement of papers is a candidate for scanning and digital transmission, but this might typically be a cumbersome process of scanning documents to a network folder or email address, then emailing them onwards, with the recipient manually dealing with the scans on the other end. Instead, the bank developed a ConnectKey® app that not only automates this process, but reduces errors as well:

- Upon selecting the personal loan app at the MFP, the agent enters the reference number for the specific customer application.
- The app automatically displays the documents required for the application, so it's impossible for the agent to miss one out. The agent selects each document type and scans that document.
- It's not necessary to scan everything at once — the app remembers, and displays which documents have been successfully scanned and uploaded, and which are still required.
- If a document has been issued by the

bank for the customer to complete and sign (for example, the loan contract), there is a barcode on every page which the MFP uses to ensure that all the pages have been scanned.

- Scanned documents are securely uploaded straight from the MFP to the central loan application system. The moment all required documents have been scanned, the loan application process can be completed.

Other workflow apps use optical character recognition to create searchable scans, and may also extract data from documents for automated entry into a downstream system.

BETTER SECURITY, BETTER VISIBILITY

The Xerox service ensures information security at multiple levels, from securing device connectivity, input ports and user interfaces, to encrypting data, actively preventing malware attacks, and using data cleansing algorithms approved by the U.S. Department of Defense.

To prevent printed pages lying unattended on printer output trays, documents are also only released for printing when the user who pressed 'print' is authenticated at the device. Besides ensuring information security, this prevents waste (no more printing of jobs and forgetting to pick them up). Authentication is also tied into a pull-printing solution that lets users print at any of the bank's MFPs, anywhere.

All of this is achieved without any print servers at branches, unlocking significant new savings for the bank. The bank also has clear visibility of MFP use, which not only allows costs to be accurately assigned to the correct cost centres, but helps to identify potential candidates for future workflow improvement, digitisation and automation.

Find out more about Xerox® MPS and ConnectKey® Technology at xerox.com/mps and xerox.com/connectkey