Solutions for the Financial Industry

Automating Document Workflows to Streamline Financial Services Processes

Rethink the way you handle corporate documents. Increasingly stringent compliance guidelines, coupled with the need for more efficient business processes requires financial organizations to automate document-centric workflows.

A Successful Calculation

In an environment that's both extremely competitive and highly regulated, financial services remains one of the most document-intensive industries today. Although forward-thinking firms are devoting increasing IT resources toward the transition to electronic records, massive numbers of paper documents still exist. Document processing is all about high volumes, high speeds — and high stakes. Is your organization prepared to meet these requirements?

Compliance

Compliance is an overwhelming issue for many financial organizations that distracts them from revenue generation, client service, and efficient operations. How do you ensure your document processes comply with regulatory mandates while delivering superior service?

Service

Customer churn is a critical concern for financial service providers. If paper documents are hindering your ability to deliver responsive service to your customers, then it's time to consider ways to deliver faster, more competitive service.

Productivity

Having a productive staff is a necessity for any paper-intensive organization. Is your company doing everything it can to streamline paper processes, avoid needless delays, eliminate errors, and utilize valuable resources?

Business Continuity

Critical information comes in both paper and electronic documents, which requires a smart reliable solution to protect that information in either format. Are you protecting your sensitive documents from unauthorized access and disastrous business disruptions?

Solution Benefits

Increase customer satisfaction

and save time when you automate processes related to new client onboarding, loan and mortgage origination, contract management, fax-based branch communications, and more.

Meet regulatory requirements

for transparent, accessible and auditable capture and fax communications amongst employees.

Empower your staff

to move faster with one extensible, easy-to-use platform that takes documents and puts them into a single, highly-accessible archive.

Lower your total costs

by consolidating fax infrastructure by relying on Fax over IP technology that enables least cost routing.

Reduce risk

by using a highly-scalable, reliable infrastructure that seamlessly supports a wide range of geographically dispersed financial institutions.

Protect sensitive data

thanks to the ability to set custom business rules, such as holding documents until authorized users can access them.

Automating Document Workflows to Streamline Financial Services Processes

Savvy financial services firms rely on AccuRoute, Upland Software's enterprise-class document process automation platform, to capture, process, deliver, and archive critical business documents.

AccuRoute delivers extensive finance-specific solutions with flexible configurations and the simplicity to implement basic or comprehensive solutions that involve thousands or millions of documents per month. With AccuRoute, financial service firms can:

Capture
AccuRoute supports any networked scanner, scan-enabled digital printer, copier, fax, or multi-function peripheral (MFP) to capture all your paper documents.

Process
Interchangeably convert your paper into a wide range of electronic formats: PDF and text-searchable PDF, bookmarked PDF, PDF/A, Microsoft Word and Excel, JPEG, RTF, TIF, and many more. You can even extract data from barcodes, validate the data, and "profile" your documents before archiving in your document management system.

Deliver
After you scan, AccuRoute can quickly, easily, securely, and automatically deliver your document (by fax or e-mail) to yourself, internal colleagues, payers, outside providers, or other authorized stakeholders — all while providing a complete audit trail. You can also store documents in shared network folders or document archives and repositories.

Document capture and document process automation no longer have to be back-office processes, requiring large and expensive machines.

With AccuRoute, document process automation is an everyday, front-office process that uses less resources and makes critical documents readily accessible.

"Imagine a system that will scan, OCR, and send a copy of Tolstoy's 'War and Peace' 42 times an hour. That is the foundation AccuRoute is built on."

— **Karen Cummings, SVP & General Manager, Upland Software**

Improving Document Processes in Financial Services

The AccuRoute platform has the ability to manage and improve virtually every aspect of the financial services information flow:

- **Branch capture**
- **Business continuity**
- **Compliant document capture**
- **Contract management**
- **Documents and record retention**
- **Employment records**
- **Fax integration/consolidation**
- **Mortgage and loan processing**
- **New account openings**
- **Vendor invoice processing**

Financial service providers are able to access the information they need with AccuRoute — anytime, anywhere, and in any format. Using AccuRoute, firms can drastically cut document costs, improve productivity, accelerate workflows, and deliver consistently higher-quality results to their clients.

Strategies for Smarter Document Management, Lower Costs, and Reduced Risk

Securely Retain and Retrieve Documents

AccuRoute lets you centralize critical documents and information for storage and archival, while making it easy to securely share and exchange that information whenever you need. This can be done according to your defined retention policies, rules, formats, and more. Throughout the process, document integrity is preserved by retaining its original appearance. When it's time to retrieve the document, multiple authorized colleagues can simultaneously access it within seconds — they no longer have to wait hours or days for couriers to transport crates of paper from offsite storage.

Meet Compliance for All "Regulated Employees"

A steady stream of legal and industry frameworks have emerged over the last 20 years that strictly govern how so-called "regulated employees" deal with sensitive information, internally or externally. While many electronic communications have been brought into compliance, traditional fax still presents a highly insecure, non-traceable communication vulnerability. Without the ability to control and audit "regulated employee" use of fax communications, many corporations are falling short of industry and government mandates (such as (SEC) Rule 17a-4). With AccuRoute you can centralize archives to easily retrieve scanned images and searchable PDFs from multiple offices, instead of waiting hours or days to track down physical paper documents. Using AccuRoute to comply with SEC 17A(4), you will also be well-prepared to respond to discovery requests or other civil litigation or arbitration matters that may arise.

Strengthen Business Continuity

Natural and man-made disasters can massively disrupt and impair a financial service organization's ability to resume operations. By scanning and remotely archiving documents, AccuRoute can play a pivotal role in your business continuity strategy.

AccuRoute captures contracts, communications, statements, and other documents, converts them into the desired electronic format, and then stores them in your remote archive to ensure the documents are preserved in the event of a business interruption. Your staff is able to access documents from remote hot-sites to get back to business quickly.

Manage Contracts Consistently and Accurately

In many ways, contracts are the backbone of financial service firms — and any gaps in your ability to manage and use those contracts can costs millions of dollars due to lost opportunities and significant legal exposure. For example, some sub-components of a document package may arrive at different times (e.g. an appraisal for a mortgage application). You don't want to let those gaps delay your ability to process the documents that you do have.

AccuRoute lets you efficiently create a master record of contracts that efficiently and properly integrate electronic and paper (including fax) documents. It captures the document, converts it into your chosen format, and integrates it with your managed contract repository while reducing the need for manual intervention. Your contract management processes conform to your standard policies for handling and retention. You're able to enjoy greater security and privacy for these sensitive documents and contracts are immediately available, regardless of format.

AccuRoute Value: Better, Faster, and Less Expensive Financial Document Processes

Improve Regulatory Compliance

- **Comply** with corporate privacy and record retention requirements, government regulations, and industry mandates

- **Carefully govern** the communications of regulated employees and provide a clear audit trail

- **Convert documents** to required formats and sizes for compliance

- **Access** a complete, time-stamped, confirmed audit trail of who received documents and when they were viewed

Dramatically Lower Costs

- **Remove analog fax lines** and traditional hardware to deliver documents

- **Eliminate** courier and overnight mail service fees

- **Decrease** your real-estate and storage needs for paper documents

- **Cut your consumption of paper** and related consumables

- **Reduce** your energy costs

- **Preserve** your investments in hardware infrastructure

- **Support** heterogeneous environments

Increase Productivity

- **Improve** the sharability of documents for easy collaboration and immediate action

- **Create** electronic copies to reduce lost documents and misfilings

- **Use your current applications** without the need to learn or adopt new systems

- **Send documents** to multiple locations in multiple formats from a single scan

- **Accelerate** your processes to improve client satisfaction

Reduce the Corporate Footprint

- **Eliminate** multiple paper copies to support green initiatives

- **Preserve** electronic copies of documents to prevent the complete destruction of documents due to a disaster

Don't bury your customers in paperwork.

It's no longer acceptable to rely on yesterday's time-consuming, inefficient processes to manage the growing heap of documents you face today. Fortunately, with AccuRoute by Upland, document capture and distribution is now an everyday front-office process that carefully utilizes valuable resources and makes critical documents readily accessible.

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A Suite of Acclaimed Technologies to Streamline Financial Document Workflows

AccuRoute Capture Platform

AccuRoute's enterprise-class document- process automation platform lets you cost-effectively capture, process, deliver, and archive critical business documents. We offer tangible, out-of-the-box solutions for the four most popular document capture tasks: scan to self, scan to distribute, scan to store, and scan to business application. AccuRoute solutions seamlessly integrate paper documents with critical business processes so that organizations enjoy faster, more efficient, and compliant document processes, while reducing associated costs, complexity, and risk.

AccuRoute Apps

AccuRoute Apps is the newest user interface released in AccuRoute 5.1. This new interface will become the workflow hub for all AccuRoute products moving forward. With functionality complementary to AccuRoute Queue and The AccuRoute Mobile Client, AccuRoute Apps allows for the AccuRoute platform to be more customized than ever. Users will be able to "pin" and "unpin" their favorite workflows to their AR Apps home screen, leverage image preview and release, with more intensive workflow options.

AccuRoute Fax

AccuRoute Fax builds on our innovative technology to make faxing and archiving documents easier, faster, and more cost-effective. Using AccuRoute Fax, you can fax directly from the MFP device with all of the manageability, usability, and cost effectiveness of a centralized digital fax infrastructure.

AccuRoute Queue

Some document processes, even automated ones, require manual intervention to review or manage deficiencies and exceptions—such as missing approvals or signatures. AccuRoute Queue lets you view in-process documents requiring manual intervention and automatically identifies areas that need additional review and expert intervention for numerous types of paper document processes.

AccuRoute Content Monitor (ARCM)

Data security is always of the utmost importance, and most businesses employ specific security solutions to protect their information. Data Loss Detection and Prevention is a broad industry term for solutions that find sensitive data, then put gates in place to ensure its safety inside the system. AccuRoute has been enhanced to include features and component that create a well-rounded end-to-end security solution, AccuRoute Content Monitor (ARCM).

AccuRoute Mobile

AccuRoute Mobile is an extension to our document capture platform that delivers highly distributed, mobile document capture capabilities to office workers on-the-go with portable devices, from wherever they are.

AccuRoute Connect

AccuRoute Connect seamlessly integrates your paper documents with line-of- business (LOB) applications so that you can scan, upload, and view paper and electronic documents directly from within your business applications without reprogramming, changing those business applications, or entering redundant data.