



# Centralized and Synchronized:

*The Benefits of Enterprise Content & Information Management Solutions*



## INTRODUCTION TO ECM & EIM

Starting once with filing cabinets and manual paper-sorting, the filing and retrieving of documents was cumbersome, time consuming, and error-prone. Since then, the document and content management market has evolved significantly, propelling us into what we know today as enterprise content and information management (ECM / EIM). Rescued by computer technology in the 1980s, content management transformed as businesses explored the benefits of storing information electronically.

This is especially evident in the banking industry. Today, outdated and manual processes take time and availability away from employees in branches and back-offices who instead could be assisting account holders or driving engagement for sales offerings. With the power to eliminate stress and free-up resources, say hello to the automation and intelligence found within enterprise content and information management solutions.

According to Gartner, more than 87% of organizations are classified as having low business intelligence. A lack of attention to data analytics results in the delivery of less personalized service and missed sales opportunities.

Enterprise content and information management systems help businesses break down information and their related data silos to foster increased productivity and efficiency. In the financial services industry, content is often housed in multiple locations and counter-intuitive formats. ECM / EIM solutions allow bank and credit union employees to securely access account holder information from a single source, whether at workstations or remotely, reducing liabilities and challenges.

What's more, these solutions empower account holders with a convenient balance of full and self-service options. As manageable data increases by the day, those that rely on legacy processes will stumble. ECM / EIM solutions replace tedious manual processes, improve operations, and digitize data for optimal performance.



## MAKING THE LEAP TO DIGITAL

Vanson Bourne reports that nine out of ten IT decision makers claim legacy systems prevent harnessing digital technologies needed for growth and modernization.

Filing physical documents and ensuring cross-departmental accessibility becomes error-prone as other tasks become backlogged. Enterprise content and information management solutions make paper processes and manual workflows a thing of the past. Institutions are free to track and share information, both internally and externally, at the push of a button. By implementing modern solutions, banks and credit unions boast self-service channels providing account holders real-time, 24/7, secure access to document exchanges within their digital banking platforms.

Sitting at the heart of a banking ecosystem, ECM / EIM solutions transform a financial institution's core operations and functionality. Digitizing information eliminates transport times, reduces errors inherent in manual recordkeeping and sorting, while making information accessible and actionable. The initial investment in an ECM / EIM solution pays off in routine productivity - and keeps paying off - with better use and distribution of resources.



## THE BENEFITS OF AN ECM / EIM SOLUTION

Research from AIIM reveals 33% of enterprises still rely on manual processes and paper-based workflows. A staggering 67% of businesses have automated less than half of their processes.

Today, enterprise content and information management solutions hold the key to unlocking a whole new world of paperless, stress-free workflow automation. Idle information becomes actionable data supporting enterprise-wide decision-making and knowledge-sharing.

Let's dive deeper into the benefits of ECM / EIM technology:

**Decreased overhead, increased employee productivity:** Import, process and index files from any source or format, allowing staff to invest more time in valuable relationship-building activities. Overhead costs are reduced substantially. Automated software updates allow employees the freedom to properly assist account holders from workstations or remotely.

**Business workflow automation:** Fully customizable and automated workflows help banks and credit unions attain maximum efficiency by streamlining manual business processes. Digitizing information allows financial institutions to say goodbye to legacy systems and costly paper processes, that take employees away from engaging with customers and members.

**Real-time user communication:** Relationships with users are strengthened through two-way, multi-channel relationships via the web or an integrated online banking platform, simplifying communications with account holders within an online or digital channel. Timely responses with relevant and consistent information yield high satisfaction.

**Leverage actionable data:** With a strong ECM / EIM solution, banks and credit unions gain the ability to leverage their meta-data. As a result, organizations can make informed, strategic decisions and drive profits with targeted marketing campaigns.



## A SOLUTION BUILT FOR BANKS & CREDIT UNIONS

Alogent's FASTdocs is an end-to-end web-based ECM / EIM platform designed specifically for the financial services industry to centralize and digitize data, boosting customer and member engagement and eliminating manual efforts, data silos and the expenses associated with routing, sorting, look-up and other paper-based processes. With FASTdocs, banks and credit unions discover the ability to leverage meta-data and target ideal segments for new promotions, which ultimately improve account holder interactions and engagement levels enterprise-wide.

FASTdocs' WebShare capability with eDelivery provides an on-demand, secure bi-directional exchange for employees and account holder to share information, including electronic statements and notifications from within the home banking solution.

Alogent's newest API features enhanced connectivity for a seamless interaction between FASTdocs and third-party technology platforms.

Discover how FASTdocs can become the cornerstone of your institution's full enterprise content and information management strategy at [www.alogent.com/process-automation](http://www.alogent.com/process-automation).

## ABOUT ALOGENT

Alogent provides proven, end-to-end check payment processing, enterprise content management, digital banking, and loan origination technologies to financial institutions, currently including over 2,400 credit unions, community and regional banks, and some of the largest national and international financial institutions. Our solutions are versatile, scalable, user-friendly, and exceptionally stable. Because of our relentless focus on innovation, our clients consistently exceed their productivity, financial, and customer experience goals. Learn more about Alogent at [www.alogent.com](http://www.alogent.com).