



# Smart Document Capture for Banking

## Streamlined document processing for the branch of the future

The world of banking is moving faster than ever before, and all banks are striving to keep up with the ever-changing demands of today's customers and threats posed by digital competitors. But when legacy infrastructures and manual processes negatively impact process cycle time, it can be difficult for organisations to focus on branch customer satisfaction.

Lexmark's Smart Document Capture for Banking can help you achieve digital processing and serve customers with increased speed and accuracy. With technology that's designed specifically for banks, you'll be able to leverage Lexmark's smart MFP platform to streamline paper-based processes, drive greater efficiency and customer satisfaction, and automate compliance verification.

## Simplify branch business processing

The role of today's banker is changing. Banks are looking for ways to transform paper-based processes, staff branches with fewer employees and improve the customer experience. To achieve these objectives and meet the demands of the branch of the future, you'll need a way to eliminate tasks that require employees to manually track and handle paperwork and compliance exceptions.

With Smart Document Capture, your bankers will have the power to simply scan in paperwork, and begin processing at the point of capture. Documents are digitally indexed and tracked, data can be extracted and information routed to your bank's core platform. Errors can be automatically caught at the point of origination and presented to the banker, allowing them to address exceptions before the customer leaves and giving them more time to address customer needs and sell other bank products and services.

## Drive greater efficiency, speed and savings

Manually processing documents in back-office operations centres is error-prone and often redundant, complete with costly and inefficient sorting, verification and indexing tasks. Additionally, the process is slow and can take days, during which time customer satisfaction suffers and customers are likely to look elsewhere for more digital experiences.

Smart Document Capture eliminates centralised indexing and archiving for greater efficiency, speed and savings. By capturing documents in the branch the moment they're received, you'll be able to reduce manual verification and data entry, and make redundancies a thing of the past. For simple new account openings, a high percentage of accounts can be processed straight through without manual intervention - leaving back-office personnel to only address exceptions. As a result, you'll complete processes faster, at a lower cost, for a higher level of customer satisfaction.

## Boost security and compliance

The painstaking manual tasks required to meet ever-increasing compliance regulations reduce efficiencies, and human error associated with manual processing can lead to expensive fines. Not to mention paper-based information and workflows put customer information at greater security risk.

Since Smart Document Capture makes it possible to capture paperwork and data from the point of receipt and incorporate business rules to immediately verify compliance, you'll be able to address new regulatory requirements without additional resources or employees. And, since information is quickly converted from paper to digital, you'll be able to enforce increased security, facilitate easy storing and archival, and always have an audit trail to reference when demonstrating compliance.



### Customise functionality to your needs

At Lexmark, we understand that no two banks are alike. Your processes, systems and information requirements are unique to your business, and a rigid, one-size-fits-all solution just won't do.

That's why we built Smart Document Capture to be agile and customisable. The solution's capabilities can range from scanning directly to your system of record to intelligently processing documents. When it comes to choosing what's right for your bank, you'll be able to decide what level of capabilities best meets your specific needs. In addition, our versatile integration options ensure flexibility in your infrastructure, and allow you to more tightly connect and unite business processes and systems.

### Key features for smart document processing

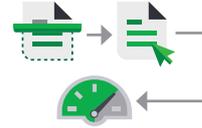
- ▶ **Branch-level usability:** Fast, intuitive, and simple user experience designed for bankers
- ▶ **Smart process management:** Intelligent technology that makes it easy to print on demand, capture documents and identify any missing customer information at the point of origination to drive customer satisfaction, process accuracy and compliance
- ▶ **Seamless integration:** Agility that makes it easy to integrate information capture with existing branch software platforms and back-end banking systems

### At work across your enterprise

Smart Document Capture wasn't designed for just a single process or line of business. Rather, it was built to streamline, digitise and simplify information management all across your enterprise:



**Onboard new customers with ease:** Digitise new account openings for faster processing and more efficient onboarding



**Accelerate consumer loan processing:** Easily capture and access loan documents to speed decision making and decrease business cycle times



**Enable omnichannel banking:** Enable customers to begin processes in one channel and end in another, whilst maintaining complete visibility and tracking of the required data