

## CUSTOM ECM SOLUTION FOR A FORTUNE 500 BANK

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*"SMBC's new ECM solution handles over 5,000 new documents per week, serves over 200 users in 6 countries, & houses over 3 million pages of content."*

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### Challenge

SMBC's US and European offices were under mounting pressure to find an flexible ECM platform that allowed them to digitize their Customer, Deal and Money Laundering related documents and yet comply with the technology infrastructure they had already invested in.

### Solution

SMBC selected ImageWork Technologies Corporation to design and develop a custom ECM solution that leveraged Windows, .NET and Oracle infrastructure. The ECM platform leveraged our 3<sup>rd</sup> generation SpiderSilk.NET framework and its related components.

The solution had various integration points:

- Loan Management System - LIQ
- Oracle Backbone
- Lotus Notes Email System
- SAA System for SWIFT Message Indexing & Archival
- Esker Fax-to-Desktop for Fax Message Archival
- Active Directory for Authentication & Authorization

The solution also had a customized interface that leveraged AJAXized components and database driven dynamic interfaces for configurability.



### Solution Overview:

#### Customer Profile:

Sumitomo Mitsui Banking Corporation (SMBC) is one of the world's largest banks. SMBC manages over \$800BN in assets for customers all over the world. It's parent company - the Sumitomo Mitsui Financial Group (SMFG) is a Fortune 500 member.

#### Objectives:

To leverage Enterprise Content Management technology within the Bank's enterprise infrastructure.

#### Solution:

ImageWork customized & deployed its high performance SpiderSilk.NET framework for SMBC to manage Customer, Deal & Money Laundering Documents.

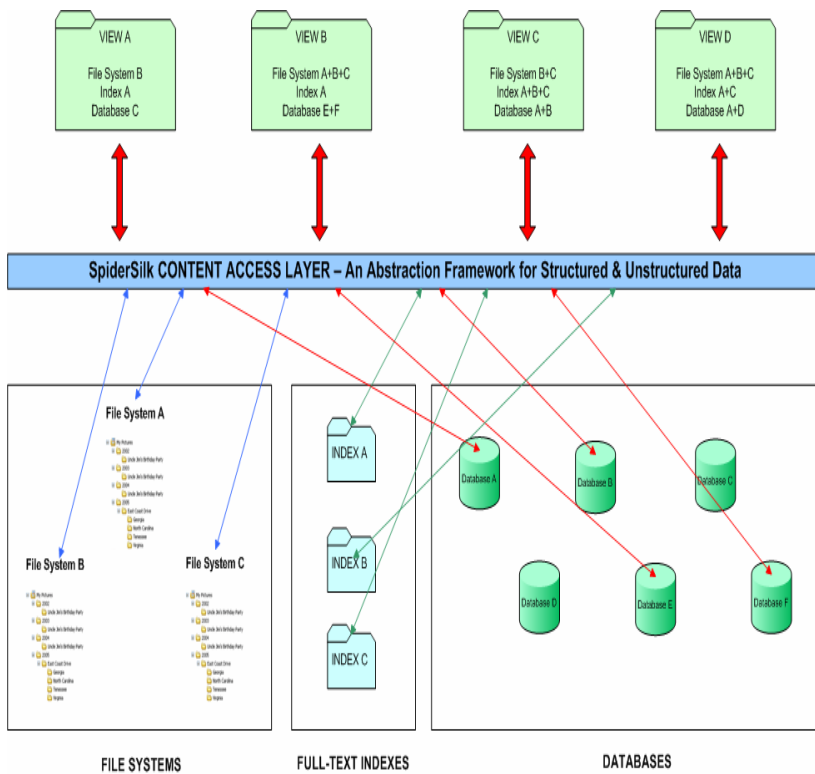
#### Technical Components:

- SpiderSilk.NET Framework
- Microsoft .NET Framework
- Captiva ISIS SDK
- Adlib Express OCR
- DTSearch
- Oracle 9i

This versatile solution performs indexing, conversion, archival and retrieval of content that is captured and or scanned into the SMBC repository. A full-text search function allows users to retrieve weighted search results based on hit-count relevancy within a given PDF document.



### SpiderSilk Content Access Layer



### Solution Statistics

- **Named Users:** 200+
- **Scan Stations:** 15
- **Documents:** 175,000+
- **Pages:** 3,000,000+
- **Views:** 2,000/day
- **New Documents:** 500/day
- **Countries:** 6
- **Servers:** 3