

We can do that.



consilium1

## Enterprise Content Management: ECM Design & Integration Project

A slow and costly **process** had become a **burden** for one of the nation's largest **financial service** organizations. To **lighten** the load, we designed and integrated a **customized** ECM solution and **workflow** that drastically **cut costs**, streamlined **workflow**, and boosted **customer satisfaction**, all at once. | **Problem solved.**

Our Financial Services client is one of the nation's largest diversified financial services organizations. They specialize in retail and business banking, residential mortgage banking, customized services for corporations and government entities, including corporate banking, real estate finance and asset-backed lending, and wealth asset management.

### PROBLEM

Our client was facing the following challenges:

- An outsourced check management and imaging process that was both costly and inefficient.
- Lack of process ownership and control.
- A decline in Commercial customer satisfaction caused by inefficient workflow and delayed content delivery.

### SOLUTION

The consilium1 team created a customized ECM and imaging solution that quickly put our client back in the driver's seat:

- Re-engineered process and workflow to allow our client to regain control of delivery.
- Utilized ECM and Enterprise Application Development & Integration expertise to create a customized solution designed specifically for their needs and environment.
- Designed Solution Oriented Architecture (SOA) to automate the process and increase efficiency and productivity.

### RESULTS

The c1 team's tailored solution effectively delivered for the client:

- By designing a more efficient, in-house solution, the client realized a Return on Investment (ROI) within the first year. Cost savings to increase incrementally as they continue to save a significant amount on annual outsourcing costs alone.
- Time from customer request to content delivery was cut by over one month. Restored Commercial customer satisfaction to our client's industry-leading standards, retaining existing customers and attracting new clients.
- A solution built for flexibility and growth. Easily scalable, customized solution can be easily integrated into new platforms and was designed to grow and expand with the company.

### PARTNERS



For more information about c1, visit [consilium1.com](http://consilium1.com), call us 1-866-631-5494, or contact us at [sales@consilium1.com](mailto:sales@consilium1.com).