



# Why One of the World's Largest Financial Institutions Chose Systemware.

## EXECUTIVE SUMMARY

One of the world's largest and most respected financial institutions with nearly 60 million customers and over \$3 trillion in assets found itself challenged by its own success. Having grown organically and expanded via multiple acquisitions, the bank's employees were struggling to manage, access, and deliver critical business information. This problem was starting to affect operations and regulatory compliance processes. They partnered with Systemware to accelerate and streamline the regulatory compliance process by creating a connected content ecosystem.

## REQUIREMENTS

### Aging legacy ECM systems

As a regulated business, this large bank has many compliance obligations that involve researching and delivering information to regulators and other legal entities. After acquisitions and internal organizational growth, however, much of the requested information resided in disparate legacy Enterprise Content Management (ECM) systems. For exceptionally large and complicated inquiries, employees could spend months gathering information spread across many systems. These aging systems were simply not designed with the capabilities needed to efficiently service the size and number of requests that were required.

2022

CASE STUDY

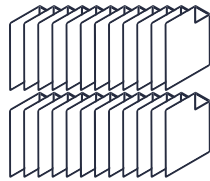
BANKING LEADER

SYSTEMWARE

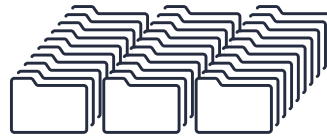


# Solution By the Numbers

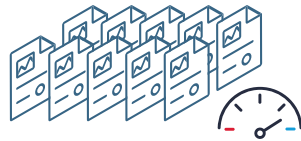
**400  
BILLION**  
Pages Captured



**1.4  
PETABYTES**  
Content **Stored &  
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**10  
DOCUMENTS**  
Accessed Every  
Second



**\$10  
MILLION**  
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## SOLUTION

The bank's solution was to consolidate all its content management systems into one corporate records management solution. The goal was to implement a system with advanced capabilities that could service all current requirements, while also providing for growth and the adoption of innovative technologies in the future.

After an extensive search process, the bank selected Systemware for the solution. Systemware has been partnering with many of the world's largest and most highly regulated organizations to capture, manage, and deliver critical content for over 40 years. Systemware Content Cloud is the premier all-in-one content services platform that enables organizations from any industry to securely connect, find, and access information stored on any content management systems and deliver it in the exact format required.

The Systemware team collaborated with the bank stakeholders to identify their business needs and develop a strategic plan to address all the issues associated with their many legacy content management systems. Using proprietary automated migrations and connectivity tools, they arranged for all content to be available via the single Content Cloud platform - providing users with immediate access to content across the bank's vast organization and varying infrastructure.

Content that had previously required access and training for multiple systems is now delivered seamlessly via a common easy-to-use interface. Billions of documents, images, and metadata are captured and can be accessed at all locations around the world. The new system provided immediate access to all records with active failover for 100% system availability.

## RESULTS

### **Faster, more efficient compliance**

Content Cloud enables the bank to satisfy its legal and regulatory demands across 16 departments with functionality that had not been possible before. By automating manual and labor-intensive processes, the bank can now handle regulatory requests in minutes, not months. The powerful find capabilities and deployment flexibility provides customer service representatives the ability to quickly locate and deliver the exact information needed within seconds. The platform's full-featured Application Programming Interface (API) allows the bank to develop new and better services for their customers.

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# Benefits

The bank now possesses one of the most efficient and intelligent content services platforms in the financial sector. Systemware Content Cloud helps the bank to mitigate risks for current and future compliance requirements, avoiding costly penalties and damaged brand reputation. Along with the flexibility to support future growth opportunities based on cloud technologies, the bank reported a 40% reduction in paper statements, a significant improvement in customer service, and overall annual savings exceeding 10 million dollars.

- Satisfied regulatory compliance requirements
- Seamless connectivity between disparate systems
- A platform ready to integrate with future technologies including the public cloud
- Automated processing of regulatory requests
- Robust find, transform, and deliver functionality
- Improved customer service
- Increased team productivity

A photograph of a middle-aged man with a grey beard and mustache, wearing a blue button-down shirt. He is looking directly at the camera with a slight smile. The background is blurred, showing what appears to be an office or laboratory setting with wooden frames.

**LET US SHOW YOU  
HOW WE DID IT →**

## About Systemware

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, reduce risk, and meet information governance requirements. Our intelligent content services platform, Content Cloud, enables users to find and extract information wherever it is stored and transform and deliver it in the exact context needed for each business line. Content Cloud delivers optimized performance in public, private, hybrid, and IBM Z environments, as well as a fully hosted SaaS offering. There is a reason some of the world's most successful financial institutions trust us. Let us talk about what we can do for you.

Give us a call. 866.533.1514

[www.systemware.com](http://www.systemware.com)