

# Largest Multi-National Bank In Korea

“By working closely with the customer, talking their language and understanding their needs, we always recommend the most appropriate solution that includes value and cost-effectiveness.”

headshot

ECD Project Manager

PRODUCTS

Documentum xCP, Captiva

USERS

2000+

LENGTH OF  
ENGAGEMENT

2007 TO DATE



FINANCIAL SERVICES  
AND INSURANCE  
Solutions

## OpenText Captiva with Documentum xCP significantly improves in-branch customer service levels and workflow turn-around times

### CHALLENGE

The Bank had explored the use of electronic document imaging and workflow solutions for a number of years. They went with a competitive solution during the initial pilot phase but the results were not satisfactory. The Bank realized that they needed to regain their competitive position by contracting with a single-source provider that could meet all of their needs.

### SOLUTION

Working with the Banks’ development staff, OpenText ECM expedited a multi-phased program that included the implementation of Captiva, Documentum and xCP. Documentum was configured to integrate with the Banks’ critical customer-centric applications including new account creation, loan origination, credit card processing and more.



#### IMPROVED WORKFLOW

By decreasing workflow turnaround times and improving customer service levels, the Banks’ competitive position significantly improved



#### TOTAL COSTS REDUCED

Total costs reduced thru increased productivity, efficient storage infrastructure & instant access to all documents



#### SINGLE SOURCE FOR ALL REQUIREMENTS

From software to hardware infrastructure including high levels of technical & business service infrastructure