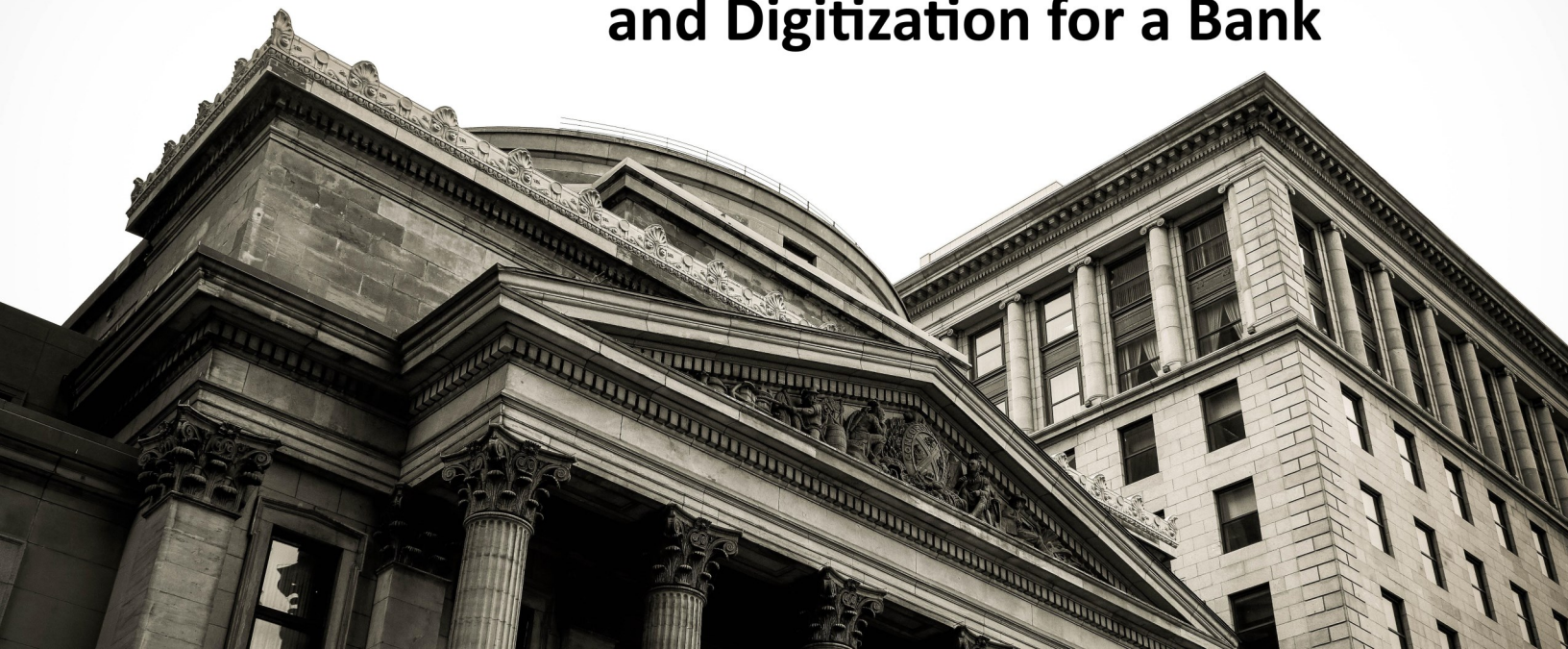


Adding Efficiency to Document Retention and Digitization for a Bank



Eliminating Inefficiencies of Paper Documents

Banks must implement document retention policies that meet various requirements and compliances for legality and accountability purposes. With requirements varying from 12 months up to 5 years, keeping the physical documents stored in a facility for long periods of time makes it difficult to retrieve information and easily becomes costly to maintain. As a result, a well-known, substantial bank was looking to digitize thousands of loan documents and simplify their current processes.

The challenge, in addition to the sheer volume of documents available, was the large amount of prep required before scanning could occur. Organization and attention to detail was a major factor for this project since each box contained multiple folders with different sections and document types. With such a variance from one folder to the next, outsourcing this process was the most efficient way to transform these unstructured documents into workable data.

Crafting an Accurate and Detailed Solution

ARDEM designed a solution that incorporates an efficient workflow, tight quality control, and strict data security to meet all of the bank's requirements. A log sheet that tracked every step of the digitization process allowed for visibility of the status of each box of documents.

The documents were received from a secure facility and inventory was taken to verify receipt. Each box had its own individual manifest which listed the order of the folders to ensure there were no discrepancies.

Key Benefits

- Top Notch Security
- High Attention to Detail
- Extensive QA Process

How Can Technology Boost Operations?

- ARDEM Capture
 - ⇒ Transform documents to be searchable and seamlessly map relevant data with advanced algorithms
- ARDEM Workstream
 - ⇒ Utilizing the best infrastructure to set up, process, and manage a variety of processing tasks
- ARDEM Automation
 - ⇒ Combining machine learning and artificial technologies documents are run through data validation and any missing fields are interpreted to ensure accuracy

All of the loan files needed to be prepared for scanning - this step includes removing any staples or clips and inserting proprietary separation sheets to ensure a smooth scanning process. All of the loan files needed to be prepared for scanning - this step includes removing any staples or clips and inserting proprietary separation sheets to ensure a smooth scanning process.

Photographs and certain documents were scanned in color while standard forms were scanned in black and white. All images went through an extensive quality control process to ensure everything is sharp, clear, and legible. Once scanned the images were converted into PDFs and made searchable through OCR technology making it easier to locate specific data.

A multi-step quality control procedure was in place from the receipt of the boxes to the verification of scanned images. Each step was reviewed multiple times to ensure the highest quality of accuracy. In order to maintain document integrity, each file was returned in the same order as they were received. ARDEM also located, digitized, and transmitted any specific files for the bank if requested as a priority.

Benefits of Outsourcing: Quality Service

As a result, the bank has found a significant reduction in cost in order to retain crucial customer information. In addition to the digitization services, ARDEM also provided secure document disposal services providing a complete document management solution. One the most important factors that ARDEM was able to provide was the level of security that was offered for both physical and digital data while maintaining transparency throughout the process. This prominent bank has been able to expand their internal processes and improve customer support.



Poor data quality not only hurts your reputation as a business, but it also negatively impacts your ROI. ARDEM establishes an extensive quality assurance procedure to ensure quality work is delivered.

About ARDEM Incorporated

ARDEM Incorporated delivers success companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.

ARDEM Incorporated  <https://www.ardem.net>

888-359-2679 | 908-359-2600

 @ARDEMInc  <https://www.linkedin.com/company/ardem-incorporated>  <https://www.facebook.com/ARDEMIncorporated/>  pricing@ardem.net

Copyright © 2018 ARDEM Incorporated All rights reserved. ARDEM Incorporated, the ARDEM Incorporated logo, and among others are either registered trademarks or trademarks ARDEM Incorporated. in the United States and/or other countries. Other product names used in this publication are for identification purposes only and may be trademarks of their respective owners.

