IMAGE SCAN

TCM Unify®

Data Entry Services Customer Success Story

➔ Solution Design For:

A Top 15 Commercial Bank located in the Northeast specializing in Treasury Services

➔ Critical Issue:

Inability to provide value added data entry services to non lockbox customers.

➔ Business Rationale:

Customer Centric Offerings
Customer Retention
Image Interoperability
Net New Revenue

➔ Client Capability Request:

This client requested the ability to utilize ImageScan's RemitTrac application to conduct data entry tasks for non lockbox customers or images captured on other image applications.

➔ ImageScan Provided:

A file is acquired from the banks Item Processing department and imported into the *TCM Unify* workflow and subsequently queued for the data entry task. Upon completion of the unique data entry required for this customer, ImageScan's Archive Data File (ADF) and Standard Invoice files are created and made available to the banks mainframe and archive for direct transmission to client and image retrieval respectfully.

➔ Client Results:

A solution was designed to incorporate previously installed components of ImageScan's RemitTrac application along with the latest product offering *TCM Unify*®. The ability to unify transactional content provided the bank a powerful new method of importing images and data from their Check Processing Control System. This new source file is used to provide value added services, such as data entry to non traditional corporate lockbox clients, in this case a large mutual fund client. The output from this new application enables the bank to augment its service for this client and provide critical business information in the form of a direct data transmission, as well as population to their corporate image retrievable archive. Optimizing interoperability for image applications, this bank continues to position itself to offer customer centric solutions that can be brought to market in an efficient and effective manner. With the opportunity to provide value add services to non traditional payment vehicles and offering completely differentiated services keeps this bank at the top of the list in overall client satisfaction.