

Caselet:

FINANCIAL SERVICES | BANKING

DESIGNING A COMMON IMAGING PLATFORM TO IMPROVE CHECK PROCESSING AND OPERATIONAL EFFICIENCY

LEADING FINANCIAL SERVICES INSTITUTION

The financial services industry has moved quickly to capitalize on the opportunities created by the Check Clearing for the 21st Century Act (Check 21). In the year since Check 21 became law, check truncation and electronic processing of check information have become commonplace, and their use continues to grow rapidly today.

A leading financial services institution needed to design a framework for its check processing operations that would allow it to address the opportunities and threats presented by Check 21. The firm turned to BearingPoint for help in developing a transformation plan. The institution's goal was to implement a common imaging technology platform that meets current and future check processing requirements while extending to other key areas of the organization.

IMMEDIATE RESULTS, LONG-TERM BENEFITS

Under Check 21, financial institutions now have greater flexibility to apply scanning technologies to check processing. By allowing scanned check images to substitute for paper checks, the act provides significant opportunities for cost savings and operational efficiency. Institutions need to implement image-based strategies to capitalize on these opportunities,

as well as to avoid additional processing fees being imposed for nonimaged paper check processing.

When Check 21 became law, the institution was already in the forefront of deploying leading-edge technologies to simplify banking processes. To take advantage of the greater flexibility provided by Check 21, it wanted to implement imaging capabilities that could be used to facilitate electronic check processing.

Along with the new opportunities for efficiency and cost savings presented by Check 21, the institution wanted to identify ways in which a common imaging technology platform could be shared for processes across the enterprise—beyond check processing. The organization had many lines of business operating autonomously. Because of this, a common, integrated approach would be required to avoid creating disparate systems and redundant processes based on legacy technology.

When Check 21 became law, the institution was already in the forefront of deploying leading-edge technologies to simplify banking processes. To take advantage of the greater flexibility provided by Check 21, it wanted to implement imaging capabilities that could be used to facilitate electronic check processing.

The institution engaged BearingPoint as a trusted business advisor not only because of our experience in helping financial services organizations design robust technology systems and processes but also because of our understanding of imaging technology and resources. The engagement included designing a high-level vision for the application of imaging technology across key business units, with a particular focus on check-imaging processes.

TECHNOLOGY TO SHARPEN PROCESSES AND SUPPORT NEW PRODUCTS

BearingPoint took a step-by-step approach to crafting the financial institution's imaging strategy. First we conducted a comprehensive assessment, including interviews with key stakeholders, to review process and system documentation to outline the institution's future vision and business objectives. Then the BearingPoint team met with representatives from key business units to identify how electronic imaging was already being used throughout the company. This helped identify target areas for replacing paper processes with imaging technology. Units involved in this process included consumer products, transaction services, consumer banking, consumer real estate, global treasury services and card transactions.

Next we identified leading image-based strategies and technology solutions that would support new products and delivery capabilities. We then assessed the company's legacy imaging solutions, as well as those being considered. This would allow us

The BearingPoint team met with representatives from key business units to identify how electronic imaging was already being used throughout the company. This helped identify target areas for replacing paper processes with imaging technology. Units involved in this process included consumer products, transaction services, consumer banking, consumer real estate, global treasury services and card transactions.

to identify the most promising potential investments in imaging technologies at the enterprise level.

With a complete view of the institution's key business operations, we developed a high-level, three-to-five-year enterprise imaging strategy that included:

- A set of preliminary imaging options.
- Strategic business cases that examined the return on investment (ROI) associated with each of the major initiatives identified in the strategy.
- A transformation road map that identified a logical migration path from the current state.



IMPROVING ROI AND BOOSTING EFFICIENCY

With BearingPoint's support, the financial institution is now ready to implement a high-level strategy for imaging technology. As more of its business units apply the technology, the firm expects to further improve its ROI and increase process efficiency. By recognizing early on the possibilities imaging can offer, the institution is now positioned to leverage imaging technology well beyond the scope of Check 21.

To learn more about how our FS solutions can empower your company, [Let's Talk](#).

GLOBAL MANAGEMENT AND TECHNOLOGY CONSULTING FOR TODAY'S BUSINESS ENVIRONMENT

BearingPoint is a leading global management and technology consulting company that serves the Global 2000 and many of the world's largest public services organizations. Our experienced professionals help organizations around the world set direction to reach their goals and create enterprise value. By aligning their business processes and information systems, we help our clients gain competitive leadership advantage—delivering results in an accelerated time frame. To learn more, contact us at 1.866.BRNGPNT (+1.703.747.6748 from outside the United States and Canada) or visit our Web site at www.bearingpoint.com.

For more information on Check 21, click here to read the BearingPoint white paper titled "Enhancing Your Check 21 Business Case." This document offers a cogent discussion on the compelling return on investment with Straight Through Check Processing™ and the imperative for re-engineering in response to Check 21.

BearingPoint | 1676 International Drive | McLean, VA 22102

1.866.BRNGPNT | www.bearingpoint.com