



financial

# Toshiba Provides Solutions

## For Financial Institutions

Industries within the financial services sector such as banking, insurance, and securities deal with a tough set of challenges. Today, customers are demanding an increasingly higher level of service, and organizations are seeing a higher volume of customer transactions such as ATM banking and online trading.

DOCUMENT SOLUTIONS



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Industries within the financial services sector such as banking, insurance, and securities deal with a tough set of challenges. Today, customers are demanding an increasingly higher level of service, and organizations are seeing a higher volume of customer transactions such as ATM banking and online trading.

- > Regulatory Compliance (AML, GLBA)
- > Safeguarding Privacy
- > Managing Massive Amounts of Paper-based Documentation
- > Quick Search and Access to Financial Records
- > Adding Information and Updating Existing Records
- > Efficient and Convenient Data Transmission

At the same time, shareholder pressure for improved bottom-line performance and companies' diversification beyond traditional business lines are stretching the ability to perform efficiently. In this complex environment, the ability to organize and distribute documents is essential to an organization's success.

Toshiba Document Solutions combine Toshiba e-STUDIO systems with powerful software applications and targeted business process improvements to enable organizations to more effectively organize and distribute their documents and manage their devices. Here are a few examples of how our Solutions are helping to increase productivity and reduce costs.

#### More impactful customer communications

Financial services organizations such as investment houses, mutual fund companies, and banks routinely mail monthly or quarterly statements to thousands or millions of customers. These statements are often preprinted forms with the customer's current account data overprinted onto them. This practice requires a large inventory of these preprinted forms, which involves costs for warehousing and maintenance plus the potential waste of obsolete forms. And, since the customer data resides on a host data system, there may be no flexibility in customizing the overprinted content.

Financial institutions deal with massive amounts of paper-based documentation which are often shared among a variety of investment organizations and clients.

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**TOSHIBA**  
Leading Innovation >>>



“Developing innovative customer documents is all about turning business. New, user-friendly customer documents help customers and employees find important details easily, so customer issues can be resolved quickly and successfully, reducing the strain on customer services operations—and cutting costs.”

### Variable Data Printing

One of Toshiba's Document Solutions is a powerful tool for financial services organizations that are experiencing issues that are common to the industry. This software tool takes print data streams from a variety of host data systems, processes the data, and distributes the output when and where it is required, without reprogramming the original application. It manages data in a wide variety of formats, including print and flat files, XML, and e-mail, and prints the data to Toshiba LAN printers, yielding business communications that are more professional, personal, and effective.

#### > REDUCED COSTS FOR OUTPUT MANAGEMENT

In addition to eliminating the need for preprinted forms, Toshiba Document Solutions provide flexible and customizable solutions for all output needs. Immediate savings result from replacing preprinted forms with cut-sheet paper and from reduced misuse and obsolescence waste, administration, and forms warehousing. Revisions and new forms design can be developed and implemented without expensive IT services.

#### > RELATIONSHIP MARKETING

Developing innovative customer documents is all about turning business forms into proactive marketing tools. With Toshiba software, one-to-one marketing initiatives can easily be implemented to build customer loyalty and promote sales. Communications can be tailored to individual investors and bank customers by carrying personalized special offers and timely information about accounts, products, and services. Also, redesigned customer communications can drive new business by projecting strong brand awareness and customer satisfaction.

#### > CUSTOMER SERVICE

New, user-friendly customer documents help customers and employees find important details easily, so customer issues can be resolved quickly and successfully, reducing the strain on customer services operations—and cutting costs.

#### Getting control of your documents

The financial services industry is being driven by rules and regulations, risk of litigation, competition, mergers and acquisitions, and consolidation of services and business operations. There has also been an increase in the volume of documents and the need to access them electronically from anywhere. In this environment, the ability to organize and control documents is even more important.

#### Integrated Document Management

Toshiba and our document management software partner have developed solutions that allow financial services organizations to gain control of their documents, making them a strength rather than a weakness. Toshiba offers integrated document management systems that can organize millions of documents and electronic files.

Toshiba multifunction devices are used to scan paper documents and import electronic files and e-mails, then OCR, edit, index, and store the information in electronic format. Documents can then be searched and retrieved from your office, from across town, or from anywhere in the world via a Web Server.

You can search for a document in a variety of ways, including browsing file folders, searching for a specific index value, or by a text search for any word or phrase within the document.

In virtually all cases, the system will locate a document in a database containing millions of pages in less than one second.

