

Case Study

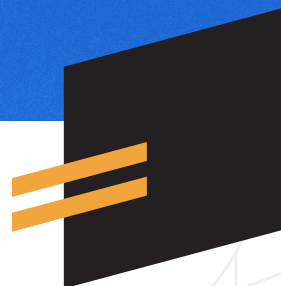
**Investment
Bank enhances
secure document
routing and
achieves SEC
compliance.**



INDUSTRY
Finance

COMPANY
Worldwide
Investment Bank

This top 10-ranked global investment bank used AccuRoute to upgrade their fax infrastructure from three disparate modes of fax communications to one centralized system. AccuRoute helped them to digitize records, eliminate legacy fax machines, and enable fast user adoption while increasing staff productivity. Most importantly, the client now has secure data exchange and is compliant with federal mandates such as SEC 17(a).



How can financial firms ensure secure, fast access to files for staff?

This financial client wanted to consolidate infrastructure and ensure compliance with SEC 17(a).

This large, top 10-ranked global financial institution needed a solution to address its compliance requirements pertaining to the Security and Exchange Act of 1934—specifically its record keeping requirements of Section 17(a). Although the client had already updated protocols around email, instant messenger, and phone communications, their fax infrastructure was a disjointed problem that left their clients' data at risk. They wanted to avoid significant fines, damage to their reputation, and a potential loss of future business by bringing fax up to speed.

AccuRoute consolidated fax, improved productivity, and eliminated risk.

AccuRoute easily integrated with existing systems to consolidate fax traffic to and from all sources through a single IT-controlled infrastructure. At the same time, all faxes could automatically archive into their existing enterprise email archiving system, Veritas Enterprise Vault, to adhere to compliance monitoring activities.

“Not only are we more productive as a whole, but we now have the claim of being a compliant financial institution in accordance with SEC 17 (a). Our legal and compliance team was applauded by the SEC for our work and ingenuity.”

– Core Engineer, Digital Fax Solutions
Worldwide Investment Bank



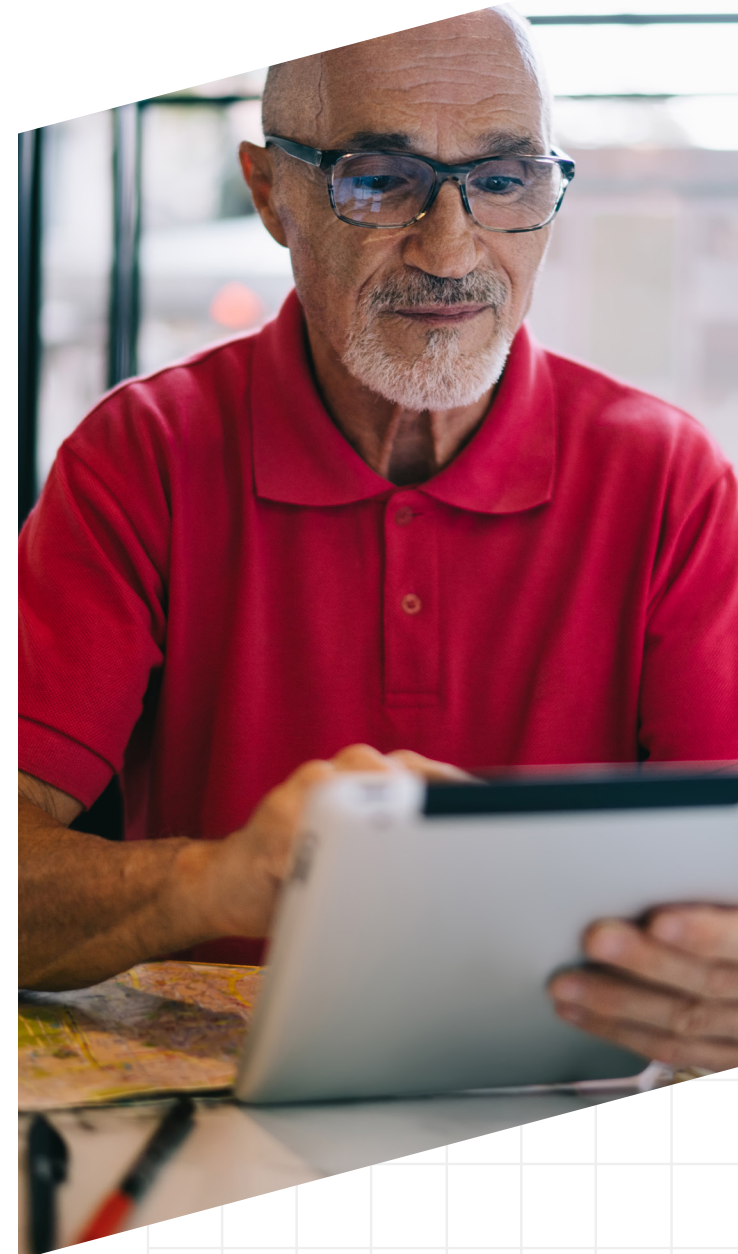
For this investment bank, putting better processes in place was a no-brainer.

User adoption and integration with existing systems was simple.

The adoption of the AccuRoute document capture platform with integrated fax allows users to send secure documents and faxes in the following ways:

- When documents exist in an electronic format (i.e., a PDF or Word document), the user can simply create an email message and address it to a fax number for delivery.
- When documents exist in a paper format, the user can use the AccuRoute desktop application to create a routing sheet that includes a distribution list of recipients as well as their fax numbers and email addresses. The fax can then be sent from a network-connected multi-function peripheral (MFP) by simply loading it into the document feeder with the routing sheet and pressing a button.
- All incoming faxes are received on the AccuRoute Server and forwarded to the appropriate email address on the corporate Microsoft Exchange Server. Each user has an individual incoming fax phone number that automatically forwards the fax to that user's email address. The faxes are received as email messages with the faxed document included as a TIFF file attachment.

To implement this comprehensive solution, additional products were needed. The network-connected MFPs that replaced the traditional fax machines were one important element of this solution. In this case, the client selected the HP 4345 MFPs. The rationale behind selecting these HP devices over other options was the ability to integrate seamlessly with AccuRoute.



AccuRoute delivered compliant fax while reducing costs and improving productivity.

Centralized fax provided many key benefits for the firm.

With the innovative technologies from AccuRoute, HP, and Veritas, the client found a complete end-to-end communication system that conformed to the compliance requirements of SEC 17(a) and related governing bodies. The client is now recognized as being compliant financial institution in accordance with SEC 17(a) for fax communications. When presenting to the SEC, the legal and compliance team was applauded for this accomplishment.

User adoption, training, and daily use of the system was simple and universal. Receiving a fax via email was more secure, efficient, and convenient than receiving a paper fax. Sending paper faxes from

network-connected MFPs with one-button simplicity was more efficient than creating fax cover sheets manually, printing them, and faxing them manually from a traditional fax machine.

The new approach also increased productivity for compliance and record keeping, making it possible for the infrastructure to retain records rather than putting the responsibility on the individual end user and their business units.

Finally, AccuRoute also increased end user productivity through the standardization of processes in a central and consistent enterprise-wide system with a common user experience—a win for all involved.

Upland AccuRoute helps organizations accelerate business processes by allowing users to easily capture, process, deliver, and fax content from any device using a single, unified platform. AccuRoute automates data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage.

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For more information visit: uplandsoftware.com/AccuRoute