

CASE STUDY

One of the World's Largest Banks

About Our Client

The financial services industry is highly regulated and communications with clients must meet stringent and auditable standards. Paper documentation still performs a vital role, but more and more organizations are looking for a solution that integrates fax into a wider and seamless communications network.

Our client is one of the world's largest banking and financial services groups with thousands of staff operating from more than 8000 offices in more than 80 countries. The group (whose name has been withheld in this document with respect to client confidentiality) works with individual, institutional, corporate and government clients. Its operations include personal and corporate banking, global investment banking and financing, global merchant banking, asset management and international financial research.

The Challenge

The original project brief was a result of the re-engineering of the Bank's back-office trading system. This was a requirement for the capturing and transmission of correspondence via fax for global trade processing. From a broader perspective, there was also the need to consolidate company-wide fax handling. Lane already had its Passport 3000 fax server in the Bank's Hong Kong office, handling telegraphic transfer of application forms, funds transfers, and returned confirmations among other processes. Passport 3000 was registered as a preferred supplier.





The Solution

Lane's Passport 3000 system was recognized as a proven solution to the immediate requirements of the Bank and one that was able to expand with their rapidly growing needs - both in terms of volume and additional functionality. Ongoing system support was an important factor in the Bank's decision to go with Lane, due to the business-critical nature of the system. Tried and tested 24/7 support from Lane provided the reassurance the Bank needed in this respect.

Installed in 2002, the Lane fax server and messaging system was customized in several respects to deliver exactly what the Bank required. Interfaces to the back-office systems were created together with enhancements as well as additional functionality. This resulted in seamless integration for Lane's systems with company-wide legacy applications. SMS was also implemented to this system, effectively expanding its communication capabilities. For example, if someone was out of the office and a voicemail was left on their office phone, a follow up SMS would be sent to their mobile device detailing the contents of the voicemail. This required custom code to be written in order to interpret the voicemail message from the telephone system. Moreover, custom barcode processing was also implemented to deliver the data capture requirements of several business units.

In 2008, however, a major upgrade to the Lane Passport 3000 system was introduced. By the beginning of 2009, the Bank began to leverage the latest technology in fax communications by rolling out the new Passport 4000 system.



A planned and gradual migration to the new system took place across various business units over the following months and resulted in a centralized Passport 4000 fax server. This included 204 fax ports located in the UK that were configured in a highly available architecture with direct primary rate ISDN circuits.

The majority of those ports handle all the Bank's UK faxes providing inbound and outbound fax services for the UK head office, UK branch offices, and a multitude of different business units within the organization. As for the remaining fax ports, they are physically located on remote Passport 4000 Fax Service servers to provide local access points for clients to send in their fax messages.

Automated routing of inbound fax messages is a central component of the Lane system along with DID routing, barcode recognition, optical mark reading, and intelligent character recognition. These components are used to read and extract details on received faxes, which enables those faxes to be routed to in-house applications for further automatic processing in the correct branch office or business unit.

The Passport 4000 Personal Communications Center (PCC), is a client application providing a secure, fast, highly featured and fully audited environment for handling high value private client correspondence. PCC is widely used and is an interface developed to directly save messages to the IBM Content Manager. In addition, faxes are also sent directly from the user's Lotus Notes email client, later changed to Microsoft Exchange. Passport 4000 security ensures that each business unit can only see their own messages.



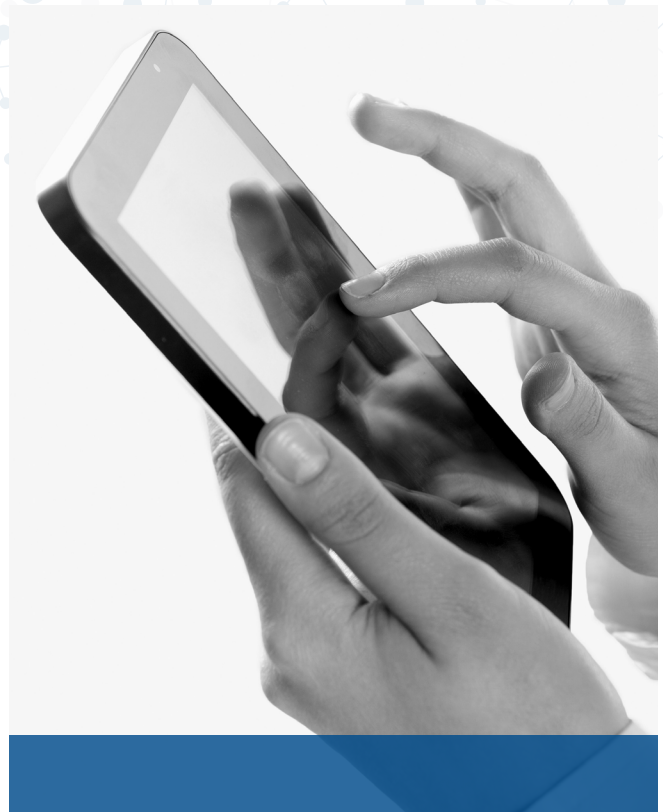
The Results

Lane Passport fax servers have continued to provide a centralized hub for all fax traffic within major parts of the Bank's operations. Ongoing upgrades and enhancements to the system have ensured that the Bank has continued to benefit from the latest advances in communications integration.

The Bank's confidence in Lane's systems and support is demonstrated by the latest addition to the Bank's Lane system; an additional 120 fax ports. These are to be installed on the UK centralized system. The physical lines are located on the remote Passport 4000 fax service servers in France to predominantly serve the inbound faxing requirements of the Bank's French clients.

Configured over multiple platforms for increased resilience, the 120 fax ports will be connected to the network via four Primary rate ISDN circuits. The received faxes are passed to an in-house application through a customized secure FTP process in which they can be accessed by the various French offices. Additionally, when fax ISDN was migrated to SIP, this allowed for the use of Local CUCM across Europe to be implemented from the central UK Servers.

A second system was added to separate the UK and Europe to give them greater flexibility as well as the ability to consolidate systems into the central servers. This expansion will take the overall system to a massive 324 fax ports processing approximately 20,000 fax pages every day. In order to ensure the correct time receipt of the faxes, there is a Time Stamp application that displays the local time that the fax was received, as opposed to the time of the central server.



Conclusion

The financial industry is highly regulated and demands greater security when it comes to communicating confidential information between parties. Many institutions seek faxing services as a way to broaden their communications network and allow for better functionality across systems and applications. In this case, the Bank was able to implement a solution that could handle their current and future faxing infrastructure needs. Lane's work with the global Bank is just one example of our unparalleled capabilities when it comes to formulating custom faxing solutions for financial institutions.

About Lane

Lane has been at the forefront of messaging communications for over 46 years and is now recognized internationally as a leader in fax integration across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. Lane delivers fax and messaging systems across entire organizations and into consolidated data networks, across one site, many sites or across borders.

For more information on Lane solutions, visit laneds.com.