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## STUDY



### Fast-Growing Financial Services Company Banks on Document Imaging Solution

**Feature-rich Böhme Bell + Howell Spectrum scanners help The South Financial Group stay focused on customer needs.**

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**A**spate of acquisitions by The South Financial Group over several years had vastly increased its document imaging and processing needs. With assets totaling \$13.5 billion, the financial services company needed a faster, more accurate and cost-efficient document imaging and management solution to fulfill its mission of using consistent, high-quality automated services to serve its customers throughout its growing network of branches and subsidiaries.

The South Financial Group's technology group purchased two Böhme Bell + Howell Copiscan® 8000 Spectrum scanners that are capable of capturing up to 125 pages per minute with superior output quality and smaller file sizes. The Spectrum scanner's built-in intelligence required minimal training time to operate and could be preprogrammed to run flawlessly, according to Richard Payne, vice president of The South Financial Group's technology group.

Spectrum has significantly reduced the turnaround time of critical, time-sensitive documents at The South Financial Group. With five operators running the scanners in two eight-hour shifts, the company now scans more than 340,000 documents per month, almost twice its earlier scanning volume. Even the acquired banks were thrilled with an enhanced imaging system that scans signature cards and makes them available as digital images the next day. Bank personnel at all branches now can complete the verification process almost instantaneously.



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One of the Spectrum scanner's most important features is its ultrasonic multifeed detection, which better ensures that every document fed gets scanned. "Ultrasonic multifeed detection has reduced doublefeeds at The South Financial Group by more than 70 percent, thus improving accuracy and saving time and labor on scanning missed documents," said Payne.

An NSF (non-sufficient fund) check at the South Financial Group – a usually disputed bank check written against inadequate balances – can have up to four stamps of different colors on the back. With the Spectrum scanners, these checks may be scanned in color for the user to accurately distinguish between the stamps.



To handle its document-intensive commercial loans, The South Financial Group uses barcode cover sheets. The imaging system accurately recognizes the barcodes, even when documents are fed at random, and auto-indexes them according to document type. "Streamlining and improving the commercial loan process brought in more commercial loans for The South Financial Group,"

said Payne.

The document imaging system has reduced The South Financial Group's cost per document to 6 to 8 cents per page and led to \$80,000 in savings a year in paper, printing and courier costs. The robust Spectrum scanners can easily accommodate a third shift should the bank's mergers require it, and the technology group estimates that Spectrum's capability of handling additional loads saved them \$60,000 on its most recent merger alone. The Spectrum scanner's overall low cost of ownership makes it an exceptional value and, according to Payne, its easy, inexpensive, routine maintenance makes it incredibly efficient.

An efficient document management system led by Böwe Bell + Howell Spectrum scanners has allowed a financial services company to refocus its resources on better customer service and leave the processing of mundane bank documents to the imaging system that can handle it best.

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