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CAISSE D'ÉPARGNE
NORD FRANCE EUROPE
LA BANQUE. NOUVELLE DÉFINITION.

CAISSE D'ÉPARGNE
RETURNS TO IN-HOUSE SCANNING

ISSUES

Simplifying the gathering and digitisation of statutory customer documents and contracts by adopting:

• A general platform capable of handling technical flow and easily interfacing with Caisses d'Epargne information systems
• User-friendly software solutions with a wide range of features which may be customised according to business requirements
• Hardware adapted to offices in terms of easy use, space, noise and speed

> " We have reintegrated all or part of our scanning platform to save time, improve scanning quality and legibility in the processing of dossiers while avoiding efficiency-costly breaks in production. "

François Baudens,
Organisation project manager at Caisse d'Epargne Nord France Europe and contract development project manager for the national «IT-CE «digitisation relocation» project.

SOLUTIONS

Development of a generic scanning solution that each Caisse d'Epargne may customise and deploy at its own pace It is based on:

• Compact and rapid scanners (40 pages/min) or multi-function copiers
• Spi.Factory software interfacing with the information system to steer document collection and scanning

BENEFITS

The chosen solution:

• allows easy compilation of documents through an interface offering a tree plan system
• saves time, with display of the scanned image at D+1
• avoids breaks in production, which can have a negative impact on productivity
• increases scanning quality

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To improve the Caisse d'Epargne scanning system, the National ECM IT-CE (information technology of Caisses d'Epargne) programme has set up a bespoke solution allowing each branch in the network to scan its own documents. It targeted time-saving, improved efficiency and quality of scanned documents.

In 2009, IT-CE set up a centralised outsourced scanning platform for the Caisses d'Epargne. The aim? To scan statutory documents required to open accounts: identity cards, justifying documents and even certain contracts. I.e. over three million documents per month for the whole network and almost three hundred thousand in Caisse d'Epargne Nord France Europe alone. This process required several automated or manual interventions which could be brought to a halt by the slightest error. In a concern to lessen breaks in production caused by these interruptions, to improve scanning quality (limited to black and white) and speed up image integration time, the national ECM programme started to study the possibility of a new solution in 2010.

CREATION OF A TARGET PLATFORM TO BE DEPLOYED IN-HOUSE

Late 2010, the ECM programme launched an invitation to tender for the hardware aspect. "*We wanted machines adapted to branches' needs, therefore compact, easy to use and capable of integrating a business environment*", ex-plains François Baudens, organisation project manager at Caisse d'Épargne Nord France Europe. Compact and rapid scanners (40pages/min) were chosen. For the software: Spi Factory, offering a set of processes to optimise, improve and handle scanned images, was selected. "*Capable of handling technical flows, the software package is perfectly integrated by information systems and offers financial benefits... But above all, we were convinced by its user-oriented interface and ability to adapt to our business requirements*". The presentation of folders in a directory tree plan particularly appealed to users with colour codes to rapidly display any missing documents.

TIME SAVING, BETTER QUALITY AND REDUCED LEAD TIMES

"*We wanted to give more meaning to the document compilation and scanning operation and automate scanning as much as possible*". Documents are initially stored locally. Once a whole folder has been completed, the files are compressed in zip format before transfer to the Caisses d'Epargne's national IT-CE platform's central server. Twice-daily processing retrieves the zip folders and decompresses them to inject data and images into the information system. In other words, scanned documents are injected into the system at D0 or D+1. "*The process is also fully automated. Image processing is easier, with the disappearance of several stages including some manual stages which prevented us from moving up the chain*". Finally, scanning of original documents and not copies as well as a processing chain capable of handling black and white and colour have improved document's legibility.

Set up in 2011 in three pilot Caisses d'Epargne, the solution has met with such resounding success that it should progressively replace the outsourced platform. A migration schedule covers a progressive change-over for all Caisses d'Epargne between now and 2013. "*Originally, this solution was designed as a complement and not to replace our existing system but, like the pilot Caisses d'Epargne, the other Caisses d'Epargne will most probably abandon the outsourced platform once they have their own in-house scanning solution*", concludes François Baudens.

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ABOUT CAISSE D'ÉPARGNE

A mutual bank, the Caisse d'Epargne consists of a network of 17 Caisses d'Epargne. Cooperative banks, supporting their region, they work with all types of customers - private customers, professionals, businesses, social economy players, institutions and local authorities - and focus on providing the highest level of service in all fields: collection and management of savings, payment of loans, equipment in payment means, asset management, property projects, insu-rance, etc. In 2009, Caisses d'Epargne merged with Banques Populaires to create BP CE, the second largest banking group in France with 8,000 branches, 36 million customers, 8 million members and 125,000 employees.

www.caisse-epargne.fr