

Korala: Banking on Success



Vertical Market:
Banking Industry

Problem:
Paper Reduction, Inefficient
Communications Processes

Solution:
eCopy ShareScan
eCopy Desktop

“The migration from a paper-based workflow to a digital workflow has meant a vast improvement over our previous systems and processes, and the resulting electronic documents are much easier to manage. We are finding new uses for the technology on a daily basis.”

Jim Couser
Commercial Manager
Korala Associates Limited

Executive Summary

PROBLEM

- > Needed to improve employee productivity by implementing self-service administrative services and processes
- > Needed to efficiently transmit invoices and documents between global offices
- > Needed to reduce expensive overnight shipping costs and improve quality of faxed documents

SOLUTION

- > Installed eCopy ShareScan on their new Canon copier
- > Installed eCopy Desktop on user workstations to take advantage of the OCR feature
- > Converted paper documents into electronic files for instant transmission to KAL offices worldwide

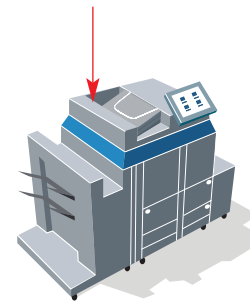
BENEFITS

- > Significant increase in employee productivity enabled by the migration from a paper-based workflow to a digital workflow
- > Increased efficiency in electronic document retrieval and interoffice document transfers
- > Increased interoffice communication by the use of eCopy's annotation feature
- > Implemented an audit trail for regulatory compliance
- > Reduced operating costs by lowering overnight courier expenses
- > Regained valuable office space by consolidating multiple functions in a single piece of office equipment

The eCopy Solution



Place invoices in feeder



Scan, preview and send paper documents via e-mail between global company offices and customers at digital copier.



Receive a copy of the sent e-mail at your desk.

Full Details

ABOUT KORALA

Headquartered in Edinburgh, Scotland, Korala Associates Limited (KAL) bills itself as enabling the future of self-service. The independent banking self-service and branch software company was established in 1989 and has been in the self-service business sector ever since.

To this day, KAL remains wholly independent, preferring to seek private funding allowing the company to maintain its extensive relationships with hardware vendors, solutions providers and end customers. In addition to Edinburgh, KAL has offices in the USA, Japan, Australia, South Africa and India.

PROBLEM

With offices and customers around the globe, KAL was looking for ways to improve employee productivity and make communications between offices and direct to customers more efficient. As a leader in self-service technologies for the banking industry, KAL was anxious to introduce as much self-service as possible into its own administrative services and processes. Administrative documents such as correspondence, invoices, purchase orders and sales orders were frequently received in paper format and had to be transmitted to branch offices and customer sites, often requiring expensive overnight courier services or the reduced quality and expense associated with transmitting these documents via fax.

SOLUTION

As part of the selection process for acquiring a digital copier, KAL's IT professionals learned about the capabilities that could be brought to bear by eCopy in conjunction with a Canon digital copier.

According to Jim Couser, Commercial Manager, "The department was originally looking to purchase separate solutions for scanning, copying, faxing and printing, but when they learned about the integrated capabilities they could acquire in a single footprint with an eCopy-enabled Canon copier, they were intrigued."

After extensively testing the product, the KAL team was sold, and as usage has increased in the Edinburgh office, the company is considering deploying the solution to other locations as well.

THE BENEFIT OF THE eCopy SOLUTION

The primary benefit to KAL was an increase in employee productivity enabled by high-quality, high-speed scanning of paper documents in the Edinburgh office. Additionally, staff were able to scan files to their eCopy Desktop for annotation prior to distributing information. This allowed a more efficient workflow between offices and with customers. Further, with eCopy, KAL was able to make more efficient use of office space by consolidating multiple functions in a single piece of office equipment.

The eCopy installation also helped KAL reduce the amount of overnight courier and faxing previously required to move paper documents to branch offices and customer sites, further reducing costs and improving efficiencies.

Additionally, KAL is taking advantage of eCopy's audit trail features. Unlike other previous means of transmitting documents—including fax and overnight courier—eCopy reporting reflects exactly when a document was received at a user's desktop and opened by that user.

"With eCopy, we have been able to save valuable staff time and reduce costs associated with faxing and overnight couriers. Additionally, converting documents from paper to digital form means we can more efficiently store and retrieve critical business information and quickly transmit it to the point of need."

Jim Couser
Commercial Manager
Korala Associates Limited

