



Case Study

Digital Document Management

Standard Chartered Bank, Nepal

INTRODUCTION

Standard Chartered Bank Nepal is a branch of Standard Chartered Bank, a world renown bank with over 150 years in the banking industry and operates in many of the world's fastest-growing markets with an extensive global network of over 1750 branches in over 70 countries. Standard Chartered Bank Nepal was established in 1987 when it was initially registered as a joint-venture company. The Bank ranks as the largest international bank currently operating in Nepal, with exceptional customer service .

CHALLENGES

The Chartered Bank of Nepal gathers vast amounts documents everyday. The bank is keen to manage loan documents which range from 10 to 20 files entry each day and each file consists of 25 to 200 pages. Also, each file consumes physical space within the bank, thus it is not cost-effective and will eventually lead to a crisis of space. Also, staff members go through time consuming processes to locate desired file.

The key challenges faced by the bank:

- Difficulty in locating relevant documents
- Storage space constraints
- Tedious manual process
- Human errors
- Unnecessary cost incurred in time consuming manual searches
- Excessive cost of storing documents

SOLUTION

In order to resolve the challenges listed, digitizing documents is the apt solution for the bank. . The solution has two phases: Scanning the physical documents & Managing digital documents. The loan documents are scanned, essentially allowing physical documents to be moved to some offsite location for storage. This removes space constraints thereby leaving space for new documents and reducing overhead costs.

The Bank has deployed a Fujitsu 6230 scanner to digitize documents. In conjunction, they use SoluSoft's **N2 Document Management System** to store and manage documents. The bank has implemented a *maker* and *checker* system. The *maker* scans and uploads the documents and the *checker* verifies and authorizes the files on daily basis.

Implementation SoluSoft's **N2 Document Management System** has made storing documents and searching for documents time efficient and cost-effective. The manual time consuming process has been replaced with agile streamlined process and the cumbersome data is now easy to handle.

ADVANTAGE OF SOLUSOFT SOLUTION

- Ease in information access
- Optimum use of storage space
- Fast and efficient search
- Preservation of originals
- Zero cost in document search and retrieval
- Transparency in everyday work

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