"Fujitsu helps CACEIS & Fastnet Luxembourg to digitise, store and integrate its documents into its business processes."

SUMMARY OF KEY FACTS

Organisation
CACEIS & Fastnet Luxembourg

Services delivered
The development and implementation of an Electronic Document and Records Management System (EDRMS) system, with a digitisation platform, Enterprise Content Management (ECM) solution, workflow management and front-end, web-based applications

Key metrics
- 50,000 customer files (private and institutional)
- 80,000 existing documents

Benefits
- **Reduced risks** – digitisation and electronic storage have limited the risks related to the loss of paper documentation
- **Increased productivity** – on-line consultation of documents accelerates the verification of signatures by eliminating the movements of agents to find and copy documents
- **Reduced operational costs** – has reduced paper and ink consumption with no more photocopies and the direct integration of documents into the EDP system
- **Ensured data accuracy** – the use of 'line of business' rules guarantees that document are classified consistently

Challenge
CACEIS is a banking group dedicated to institutional and business customers. The leading player in the sizeable French market, CACEIS is also one of the world's leading asset servicing providers: a custodian bank providing fund administration and services to issuers.

Created from a strategic alliance between CACEIS and the Fortis group, Fastnet (Fund Administration Services & Technology Network) Luxembourg offers administrative management services for funds located in Luxembourg. It is a major player in the business lines linked to portfolio development and Transfer Agency activities, supporting the cross-border distribution of investment funds.

Fastnet Luxembourg's Transfer Agent activity manages a register of more than 50,000 customer files (private and institutional) each comprising between 3 and 20 documents per customer within the framework of the KYC (Know Your Customer) procedures.

To date these documents have been stored and processed in paper form (originals or copies). Consequently, they take up a huge amount of storage space and their exposure to the risk of destruction (through intensive handling, fire, etc.) is considerable.

So Fastnet initiated a project with two aims:

- The electronic digitisation and storage of documents to comply with statutory requirements
- Integration of the use of electronic documents in the business processes and verification of signatures when placing a securities order.

Fastnet was also chosen by CACEIS to be an Electronic Document Processing (EDP) skill centre for the entire group. Therefore, in addition to the main project requirements it was also necessary to accommodate the principles necessary for a generic solution and development of reusable components.

Solution
The Fujitsu solution comprises four parts:

- Digitisation platform
- Enterprise Content Management (ECM) solution

- Integration of workflows
- Front-end applications dedicated to the Transfer Agent register.

The digitisation platform is based on the Ascent Capture 7.5 suite by Kofax and Fujitsu fi-5650c and fi-4340c scanners. It allows scanning operators to enrich the metadata (bar code, document type, etc.) of the digitised documents through the addition of a form.

For the storage of documents and their metadata, Fujitsu proposed the use of the Alfresco ECM solution, installed as a redundant configuration, for its high availability. In addition to the installation and configuration of the product, the project also involved defining a data model (documentary object identification and metadata structure) and a classification plan satisfying the requirements of the business line.

The frame of reference of the documents is supplied by two channels: the mainframe for customer metadata and the digitisation platform for the documents themselves. The integration of this flow was realised in the form of a Java EE application deployed under WebSphere AS, which consumes the asynchronous messages transmitted via MQ Series and communicates with Alfresco ECM via a web service API.

The two front-end web applications used for the signature verification activity and the management of the register respectively utilise 'line of business' oriented interfaces, enabling the agents to concentrate on their tasks without having to grasp the concepts of the ECM.

Benefits

The digitisation platform and ECM application developed by Fujitsu is enabling CACEIS & Fastnet Luxembourg to:

- **Reduce risks** – digitisation and electronic storage have enabled the risks related to the loss of paper documentation to be limited
- **Increase productivity** – on-line consultation of documents accelerates the verification of signatures by eliminating the movements of agents who had to go and look for the documents to be verified in the archives and make a copy of them
- **Reduce operational costs** – has reduced paper and ink consumption with no more photocopies and the documents received in electronic format (e-mails, downloads, etc.) are integrated directly into the EDP by the agents
- **Ensure data accuracy** – the implementation of 'line of business' rules guarantees that different document types in the 'customer' files are classified consistently.

Approach

During the pre-project period, CACEIS, Alfresco and Fujitsu created a joint proof-of-concept in order to examine the distribution scenarios of the databases in the Alfresco v1.3 solution.

With the digitisation part of the project having been handled independently, the digitisation chain was deployed in production very rapidly (during the first 3 months of the project). The operators were, therefore, able to begin the recovery of existing documents (approximately 80,000).

In a second period, the application components of the project were deployed over a redundant test infrastructure in order to prototype the high-availability configuration.

Next, during a qualification period, the applications were subjected to various repeat validation and perfecting procedures: 'user' tests (functional conformity validated by scenario), mass recovery tests, recovery on incident tests and backup tests, etc.

Putting the system into production took place in two stages in order to address a set of new requirements brought to light during the qualification period.

Expertise

With over 40 years experience of supporting the needs of customers, Fujitsu has a proven track record in providing complex systems integration and application development and application management services that reduce costs, improve productivity and customer services and deliver a compelling return on investment.

The combination of Fujitsu's business know-how and its command of ECM, digitisation and also multi-tier architecture solutions were key in enabling it to propose a modular solution built on reusable components.

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