



A leading European Bank leverages EMC InfoArchive and CrawfordTech PRO Archiver for storing statements and structured data

At a Glance

Background:

- Société Générale is one of the world's top 20 banks, with 157,000 employees world-wide
- Divisions support French Networks, Global Transaction Banking, International Retail Banking, Financial services, Corporate and Investment Banking, Private Banking, Asset Management and Securities Services

Objective:

- Société Générale needed to archive statements and structured data in compliance with European Union VAT regulations related to VAT invoices and for reference and customer service.
- Documents need to be retained for over 7 years for regulatory reasons. The current archive contains over 30 billion records including PDF documents

Solution:

- The unified archiving solution chosen by Société Générale was supplied by EMC and Crawford Technologies
- Four different external portals access the archive and provide online document access to customers

Benefits:

- Customers now access their online documents over 60,000 times a day
- The new archive and reduced infrastructure overhead has resulted in cost savings for Société Générale

SOCIÉTÉ GÉNÉRALE, FRANCE

Overview

Société Générale is one of the leading financial services groups in the Eurozone, with operations for retail banking, investment banking and asset management in 45 countries world-wide.

In September 2004, Société Générale initiated a project aimed at developing an archiving backbone for legal, regulatory and business documents, and structured records. The concept involved archiving fixed content at the end of business processes.

The compelling event was a need to comply with the European Union regulations relating to the archiving of VAT Invoices from January, 2007. This meant that Retail Banking Account Statements need to be electronically archived. In addition, such an electronic archive could reduce the amount of material physically printed and sent to customers since they could now be accessed through a customer web portal.

Solution

Société Générale needed a complete solution for their archiving requirements. Their vision encompassed acquisition, including format conversion, scanning, quality, and security; indexing and loading; storage and retention management; search and retrieval; and administration.

The key components in this solution are:

- EMC InfoArchive (originally known as EAS) was chosen as the archiving platform of choice, providing core repository services, security features and an API for web portal integration.
- CrawfordTech PRO Archiver was chosen to provide transformation and archiving services for AFP print streams integrated with the InfoArchive platform
- EMC Centera was chosen as the storage platform because of its effectiveness for storing fixed content such as PDF statements.



About Us

Since 1995, Crawford Technologies' award-winning solutions have helped over 700 companies around the world reduce costs associated with mission-critical transactional customer communications. Our products, solutions, services and expertise help our clients deliver key documents to their customers in the format they need, when they need it.

Our range of unique software solutions and products and expert services simplify, automate and extend the value of document delivery cost-effectively. Our innovative and flexible solutions enable meaningful process improvements irrespective of our clients' current, legacy or future standards in infrastructure or document output.

Companies look to Crawford Technologies for our platform-independent approach, leading system performance and superior output fidelity. CrawfordTech's quality software, proven support and extensive document industry knowledge help our clients meet operational goals, support compliance and bolster the effectiveness of their document processing infrastructures. Our platform and vendor independent architecture insures our products and solutions seamlessly interface with existing in-house, legacy and third party applications and workflows.

Results

Retail users now access their statements over 60,000 times each day via secure online portals, eliminating the need to print and post statements. Over 16 million new documents are added to the archive daily and the archive, but even with over 30 billion structured and semi-structured records, using the system is straightforward and fast. Approximately 60 applications are connected to the archive, satisfying Société Générale's vision of a single unified system.

Benefits

Société Générale has been able to replace several existing legacy archives with EMC InfoArchive, reducing the total cost of ownership for these systems. The new archive uses a scalable software and hardware infrastructure that includes efficient content addressable storage, resulting in a further reduction of infrastructure costs. PRO Archiver for InfoArchive provides the key enabling technology for converting and indexing AFP print streams into PDF and PDF/A for archiving purposes. It allows the archive to use an internationally recognized format (PDF/A) for archiving and improves the ability to access and retrieve statements and content over long periods of time. PRO Archiver for InfoArchive provides 100% fidelity in transforming documents from AFP to PDF/A combined with extremely fast conversion rates.