

SOCIÉTÉ GÉNÉRALE, FRANCE

A Leading European Bank Leverages InfoArchive and CrawfordTech PRO Archiver for Storing Statements and Structured Data



BACKGROUND

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.

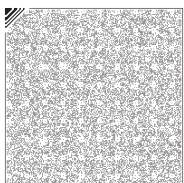
At a Glance

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



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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.

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

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentation of their customer communications.

With over 1,800 customers on six continents, Crawfordtech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation,