

One of the 3 Largest US Banks – Consumer Loan Automation

Paragon Systems implemented an ECM solution for document capture, workflow, and retention for this particular institution over 20 years ago. Although the technology has changed dramatically over the past 2 decades the institution has been able to use the same ECM system by upgrading the ECM environment. The bank has benefited financially by being able to avoid the cost of system replacement while still being able to support required regulations and an ever changing operating environment.

During the course of this time we have provided software and services to assist in helping them maintain their position in the market. Their business volumes have increased by over 20x during this period and their market share has improved greatly as well. This growth has been accomplished through their ability to provide timely decisions for consumer loan requests made by direct and indirect representatives. Today the system supports over 1000 users across the United States.

Environment

1000+ Users

Paragon PRobot – The PRobot software supports all the capture workflow for any information that needs to be assimilated into the document management process. Over 40 instances of PRobot are in use. It is used for the integration of all import/export functions as well as all external data requests made in support of the ECM environment

Paragon WebDesk – The WebDesk user interface is the primary desktop for all users accessing the document management system. It supports 2 document repositories; the Unisys Infolmage and the bank's internal repository for all document storage. Because the WebDesk module supports multiple document repositories a user is able to retrieve documents from either or both repositories with one single query avoiding the need to search one system at a time in order to find the documents they need.

Unisys Infolmage – The Infolmage document repository supports all the post capture workflow for all document processes and stores all in process documents until the work in process life cycle is complete. At this point all documents are archived in the bank's internal document vault.

Apache Tomcat - web server is used to support the Paragon WebDesk interface and the Infolmage Web-service interface.