

Dresdner Kleinwort Wasserstein, the investment bank of Dresdner Bank AG and a member of the Allianz group, provides a full range of services to corporate, institutional and government clients worldwide. The bank is headquartered on Wall Street, New York, and its North American operations extend throughout the continent with offices in Boston, Baltimore, New York, Chicago, Los Angeles, San Francisco, Toronto, and Mexico City. Dresdner Bank also has significant operations in London, Frankfurt, and Tokyo and an international network of offices.

Dresdner New York began searching for an integrated Document Management system to help various banking operations improve efficiencies and reduce operational costs. The Credit and Loan department was the first to implement a solution to help manage thousands of credit applications, loan documents, legal contracts and other documents. These documents were being stored physically in a limited access area, and anyone needing to see a document had to arrange for it to be physically transferred to their desk. This process was slow, prone to several problems such as loss of paper documents or misfiling upon its return. It also did not allow the sharing of documents by having more than one person access the same document at the same time.



There was also the requirement of being able to search for documents not only by structured fields such as document name or date, but also by content. The Saperion solution implemented by Enara Technologies utilized optical character recognition (OCR) and Full-Text Search to enable the system to scan each page, recognize its content as text, and automatically create searchable indexes based on the content.

The resulting solution made a significant change to the use and management of the documents. Multiple users in any location can now search for any document by its name, date, type, or by freely entering any word that might appear in the content. Saperion instantly displays the correct document and highlights the search words so that the user can quickly find the part of the document of interest to them.

The Saperion system at Dresdner was also enhanced to provide high availability of the document repository. The High-End Document Server option enables the bank in Wall Street to create real-time backups of the documents to a mirrored optical jukebox in Long Island, NY. As soon as a new document gets created and stored in the main system, it is mirrored to the other jukebox server. This also provided an additional benefit: Should the primary jukebox fail for some reason, the system would still operate normally by retrieving requested documents from the Long Island jukebox server, and thus there is no interruption to the bank's daily operations.

The result was a highly productive EDMS system which featured data replication, high availability, and allowed instant and accurate access to supporting documents. Enara also helped the bank integrate other banking application to the Saperion system which allowed access to the documents from within other web applications running on the bank's Intranet.



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