



The Client

Corporate and Investment Bank (CIB) Group Division of a leading global investment bank.

Industry

Loan Operations, Loan Trading, Credit Management.

The Business Challenge

The loan business is very paper intensive and requires exchange of huge amount of documents with multiple parties involved. Old fashioned manual loan processing system involved delivering documents via courier, fax or email and storing digitalized copies on a network shared drive which implied an inefficient way of document management for a number of reasons:

- Access to documents by multiple users at the same time was not possible;
- Lack of version control as users created “shadow” file systems to compensate for lack of multiple user access;
- Distribution of paper documents was time consuming and cost inefficient;
- No backups of documents.

The aim was to create a system that would resolve existing problems and support storing documents and managing its lifecycle according to inherited business processes.

The Solution

An electronic document management system was designed to resolve business problems by providing controlled multiple user access, version control, and instantaneous distribution of documents, as well as reliable electronic backups.

Project Facts:

- Functional area
Document Management
- Technology set
Oracle, Documentum, J2EE, Struts, Portlets, Axis and Web Logic web services, Luxoft CROM applet (used for content transfer operations).
- Integration
LS2 (deal information is automatically fed into the developed system), GA (Global Authentication is automatically fed user related information into the developed system).
- User profile
Front, middle office and operations
- Number of users
Over 1200 users in 25+ Countries
- Relationships status
Ongoing ODC with quarter releases; T&M basis
- Services provided
Business analysis and design, development, maintenance, production and development support, QA
- Team size
6+ team members
- Duration
5+ years (development and maintenance)



Luxoft built highly available and scalable solution called that meets ambitious goals set by the bank. The application is currently used in different geographical locations (Asia/Pacific, Europe, and North America) with over 1000 registered users. There are about 300 000 documents stored in the system which supports following functions:

- Ability to import/export documents from/to various sources
- Document management – version control, editing, viewing, and deletion
- User permission management
- Global document repository for Loan Ops division
- 4-Eyes Document Approval Process
- Flat-File Integration with LS2 system
- Support of Loan Operations document capture process
- Email function integration
- •canning facility integration in 16 Countries
- My Portfolio logic
- Advanced Search for documents and deals
- Quick and easy access to frequently used folders and documents
- New business workflow

The Benefits

The application is used by the Loan Operations & Credit Management Departments with user base scattered across 25+ Countries.

The use of a document management system allows bank's departments to track evolution of a document or a folder including who created it and when; who modified it, when and why; and what changes were made to it. It provides the benefits of the 4-eye principle to automate common business workflow and facilitates collaboration and sharing of time critical and sensitive information in a secure and efficient manner. The developed System has also been customized for GBD to meet the needs of the CIB GTO loan operations business.

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