Lotus. software

IBM Lotus Forms software for banking: collect, find and share forms-based information with greater simplicity.

Highlights

- ■ *Helps increase customer satisfaction by simplifying tasks such as loan origination and opening an account*

- ■ *Helps improve revenue potential by enabling innovative approaches to customer service and supporting up-selling and cross-selling efforts*

- ■ *Provides an electronic audit trail for each transaction that helps reduce risk and strengthen regulatory compliance*

- ■ *Helps lower the cost of bringing new products and services to market by integrating electronic forms with existing systems and processes*

- ■ *Helps increase efficiency and reduce cycle times by promoting the sharing of consistent information*

IBM Lotus Forms software can help you increase the efficiency of key banking processes by simplifying the collection of accurate data that can be used throughout the organization.

Banks and financial organizations have always juggled two competing priorities: keeping costs low, while improving the quality of service. With IBM Lotus® Forms software, banks can do both. Lotus Forms software can help you keep costs low by increasing your operational efficiency and reducing the rework and manual processing associated with paper forms. It can also help improve the speed and quality of service by making forms-based information more accessible and accurate. In other words, you don't have to choose between lowering costs and providing excellent customer service.

By simplifying the collection and distribution of information, Lotus Forms software helps you automate and accelerate transactions and services. Inefficient processes that relied on paper forms are transformed as information becomes easier to

collect, find and share. Pixel-precise electronic forms can also simplify tasks such as loan origination and opening an account, while improving the customer's experience by making transactions consistent and easier to complete. Instead of requesting information multiple times—or scanning and rekeying information from hard copy—you can establish a "once and done" approach to gathering information, which reduces costly exception handling and eliminates redundancy.

Help improve customer satisfaction and retention through intuitive self-service
Lotus Forms software can help improve your customers' banking experiences by allowing them to do business online, while streamlining the behind-the-scenes processing that supports each transaction. Customers can apply for new accounts, complete loan applications and enroll for new services with anytime, anywhere convenience—without downloading additional software to their desktops. Dynamic data-driven wizards simplify transactions by guiding customers through forms in an intuitive way, helping ensure that the correct information is captured. Capabilities to prefill fields with existing information allow customers to

complete forms quickly. Customers also don't need to enter frequently requested information (such as name and address) several times. The less time customers spend completing forms, the more satisfied they are, which can increase their loyalty to your bank and the likelihood they'll buy additional services.

Help increase operational efficiency
Lotus Forms software can help you reduce cycle times and cut the cost of processes that span multiple banking applications and service channels. Electronic forms reduce the lag time that results from the exchange of paper forms, so employees who depend on forms-based information can expedite transactions. Business logic built into the forms can help streamline a previously paper-driven, manual workflow to help speed financial transactions and minimize costs. Lotus Forms software also integrates with widely used workflow engines to ensure that the right people can review and approve the right information as soon as possible.

Electronic forms can accommodate multiple overlapping signatures and restrict signature and revision authority on particular sections. You can ensure that each form undergoes the appropriate reviews and approvals for complex processes such as loan underwriting.

Lotus Forms software offers a single, consistent source of information for all of your back-end systems. One form can be used by multiple databases, despite the architectural differences between databases. Different departments and functions within your bank, including customer relationship management, finance and marketing, can also use the information electronically captured on a single form based on the XForms open standard. And because the intelligence designed into the form reduces the potential for errors and incomplete entries, you reduce the amount of rework and exception handling. Users can even complete forms when disconnected from the network and upload the data later, giving them the flexibility to collect information without being tied to a specific location.

Simplify key banking processes
Processes that rely on the manual exchange of paper forms can suffer from high error rates and delays as information passes among employees. The potential for errors increases when converting hard copy to electronic formats.

Lotus Forms software provides flexible electronic versions of traditional hard-copy forms, making forms-based information easier to collect, access and share.

Lotus Forms software consolidates data from application forms, credit documents, identification documents and more. All related data, signatures and supporting documentation can be stored and secured as a single, integrated file. The resulting electronic envelope of documents becomes the file of record for loan origination and other processes. You can then use the electronic envelope to help meet marketplace conduct and auditing requirements. As part of an open environment, these files can also be indexed, searched and retrieved using industry-standard content management systems to re-create precise historical records of original transactions.

In essence, by simplifying the flow of information, you simplify the processes built on that information.

Help realize greater value from your existing IT investments

With Lotus Forms software, you can integrate intuitive, flexible electronic forms into your existing setup of databases, applications and middleware. Because Lotus Forms software builds on open standards, you can continue to use the systems and technology you already have in place. You don't have to scrap your current enterprise architecture and existing systems

to transform the way you collect, manage and share forms-based information. You can get even more value out of the workflow, messaging and content management solutions you've already invested in. Lotus Forms software can help you use those systems in innovative ways to streamline processes and convert paper-based data into a more flexible and dynamic electronic format.

An environment of multiple systems with different architectures can limit your responsiveness and keep you from introducing new products and services quickly. Lotus Forms software provides a single, consistent source of information for all your applications. By breathing new life into your existing technology, Lotus Forms software helps you realize greater value from your IT investments and helps you contain the cost of introducing new forms-based applications.

Facilitate regulatory compliance through auditable, security-rich information

Help reduce the potential for fraud, error and abuse with security-rich online forms designed to protect the quality and integrity of data from the outset. Lotus Forms software creates a security-rich source of original information that helps organizations address regulatory compliance concerns.

You can trace information back to the original entry to review who entered information and how he or she originally entered it. Lotus Forms software provides a transaction record that captures the original information and transaction metadata. Pixel-precise electronic versions of hard-copy forms simplify submissions to regulatory agencies by giving electronic forms the same look and feel as their hard-copy counterparts.

Electronic signatures help protect the integrity of data by "locking down" the original entries on a form. You can include multiple electronic signatures for scenarios such as a mortgage application that requires an applicant and a coapplicant's signature. Greater control over your electronic information can help you address regulatory and governmental mandates such as the Basel II standards, the Sarbanes-Oxley Act and the USA Patriot Act.

For more information

To find out more about the IBM Lotus Forms for banking solution, visit:

ibm.com/software/forms