

# [ Sparkasse Freiburg-Nördlicher Breisgau ]



One of Baden-Wuerttemberg's largest Sparkasse savings banks uses FrontCollect Finance to archive a vast number of paper-based files – the software captures the documents and automatically passes them on to the bank's data center.

## Direct Link to Sparkassen Informatik

### The company

Sparkasse Freiburg-Nördlicher Breisgau with a finance center in Freiburg and major offices in Emmendingen, Kenzingen, Waldkirch and Elzach is one of Baden-Wuerttemberg's largest Sparkasse savings banks.

### Sector

Financial services

### Facts & Figures

Employees: 1,281  
Headquarters: Freiburg  
Balance sheet total (2007): € 5.1 billion  
Chairman of the Board: Horst Kary

### The challenge

In 2011 the Credit Processing department will move to the new, central Sparkasse building in Freiburg. Until then about one mile of paper files, mainly from the credit processing and back office areas, need to be digitized and disposed of.

### Products Employed

FrontCollect Finance, EBS 2000, SC 60 H and SC 80 H series scanners

### Benefits of the Beta Systems Solution

FrontCollect Finance classifies incoming documents, extracts data and automatically forwards them to the OSPlus Central Document Archive of Sparkassen Informatik (SI). This helped to significantly reduce the duration and effort involved in preparing the archival project.

### Competitive Advantage

Thanks to the provision of documents in the central Sparkassen Informatik archive, Sparkasse Freiburg-Nördlicher Breisgau has quick access to all customer and credit data.

Paper-based documents are a burden – digital ones support the bank's business processes. This simple fact inspired Sparkasse Freiburg-Nördlicher Breisgau to change over to archiving their customer documents in the OSPlus Central Document Archive (ZDA) of Sparkassen Informatik (SI). The new product FrontCollect Finance from Beta Systems Software AG provided the bank with the ideal scan, capture and correction solution for universal documents, which also perfectly interfaces with the ZDA. What makes this product so interesting for the savings bank are the industry-specific functionalities of the "Finance" module, Beta Systems' latest extension of their FrontCollect capture solution. Using this made it possible to automate many key processes specific to the banking sector.

In 1998 the Freiburg and Emmendingen Sparkasse savings banks merged to form Sparkasse Freiburg-Nördlicher Breisgau. The head the Payment Transactions (PT) department of the joint institution entered his IT-related ideas into the merger, owing to which the topic of document archiving is also a top item on the agenda, in addition to payment transactions. The Freiburg bank relies on FrontCollect Finance to implement these projects. The software was developed in close cooperation of the Sparkasse Freiburg-Nördlicher Breisgau, allowing them to funnel their industry-specific requirements and expertise into the development process of the new product.



### **Connection to a Central Document Archive via Certified Interfaces**

With FrontCollect Finance the savings bank now has at its disposal a modular system for electronically processing digitized documents. It facilitates the automated processing of forms, customer correspondence, e-mails or documents already in electronic format, such as Word or PDF files. The main tasks are classification and data extraction, i.e. determining the document type or the underlying business case, as well as reading the required information from the documents according to its type.

FrontCollect Finance offers several building blocks, so-called PMS modules, for communicating with the ZDA and connection with the interfaces of Sparkassen Informatik. These were accepted and successfully certified by Sparkassen Informatik.

OSPlus ZDA is Sparkassen Informatik's central solution offered to associated institutions; it performs tasks such as archiving customer-related documents – like files with credit and personal information, ZAST receipts, signature cards, securities, bills of exchange and so forth – and other documents from other areas not directly related to customers, such as invoices, contracts, circulars etc. Documents of sizes A6 to A4 are placed into longterm storage in the archive. ZDA comprises the products OSPlus Archiv für Kundendokumente (archive for customer documents) for the central index data and OSPlus Archiv ZDA (180901-905) for the central object data.

### **Application of FrontCollect Finance for Central Credit Processing and in the Back Office**

The Freiburg-based bank uses FrontCollect Finance in areas dealing with large numbers of documents, which particularly applies to central credit processing and the back office. All documents in the passive area, so everything related to customer business is captured by the software and passed on to the ZDA: signature cards, closing of accounts, direct debit agreements, credit card applications and all contracts.

15 people prepare the documents for archival in Freiburg; in 2007 alone 2,300,000 pages with information on past credits were archived with the help of FrontCollect Finance. The duration and effort associated with these tasks has been dramatically reduced ever since the software was introduced. Gerda Kölblin is Group Manager in Production, which is the department processing payment transactions and controlling document archiving performed with FrontCollect Finance.

“By integrating FrontCollect Finance into the ZDA archive, we can now conveniently sort the documents based on ‘cover’ sheets,” she explains. “This is done by calling up the customer data via the central S-KISS system of Sparkassen Informatik and, based on these, creating the required cover sheets for each document type. The separator sheets are scanned and the barcode is read and interpreted by FrontCollect Finance. The whole capture process requires no manual action.” The extended function range of FrontCollect Finance is also highly useful, especially the 2D barcode functions and the transfer of generated and scanned images in PDF/A format.

*FrontCollect Finance enables the Sparkasse Freiburg  
to bring all information sources  
together at a central location,  
effectively bundling the entire  
input management.*

## Digitizing One Mile of Credit Documents

99% of the documents to be archived are processed smoothly without any need for correction. At the project's outset, there was a one-mile high pile of documents that needed to be digitized; using the software, the savings bank managed to process already half of it by April 2008. In 2011 the Credit Processing department is scheduled to move into the bank's new headquarters in Freiburg, and by then all paperbased documents are to disappear – "A realistic goal," says Gerda Kölblin with confidence.

Most documents of the Market Service department have already been digitized. Sparkasse Freiburg-Nördlicher Breisgau stores coded data as well as images in the ZDA archive. The images are generated using Beta Systems series SC 60 H or SC 80 H scanners and are transferred to the FrontCollect Finance system where they are interpreted based on the recognition process. The interpreted data is then corrected, validated and finally archived.

## Dual-Control Principle can be applied where needed

The Sparkasse Freiburg also makes use of the auditable dual-control options offered by FrontCollect Finance. Only a spot check is performed on the documents in the passive area while there is a full check during credit file archiving, i.e. each scanned and captured sheet is manually checked. The desired dual-control level can be specified in great detail in Finance.

At present Sparkasse Freiburg-Nördlicher Breisgau only uses the basic processing features of FrontCollect Finance, including functions such as barcode recognition, manual indexing with online access to Sparkassen Informatik master data, transfer of captured information to SI and the integration of all scanners in operation. "It is our long-term goal to implement comprehensive mail processing by implementing further add-up modules of the software," says Werner Haas, Member of the Board of the savings bank, explaining the plans for the future. FrontCollect Finance fully supports this agenda since it easily scales from a capture solution all the way to a universal incoming mail solution, e.g. for reading and recognizing e-mails.

For example, the "Form" add-on enables complete and automatic processing of classic Sparkasse forms and contains a classification module which is responsible for identifying the form's type. In the next step the required information is read from the individual fields of the form. Combining the "classification" and "data extraction" steps makes it possible to process different forms in one go, without the need to sort them prior to processing. The "Unstructured Inbox" extension package facilitates complete and automatic processing of general and semi- or non-structured documents, such as address changes, terminations, reminders or invoices.

The package contains two classification modules and a data extraction module. The classification modules once again identify the document type and the data structure analysis module reads the required information. Classification also requires a module for identifying hand-written documents.

*"FrontCollect Finance helped to significantly reduce the workload required for data capture. The software modules are specifically tailored to the needs of a savings bank, and communication with the central archive of Sparkassen Informatik works smoothly."*

Gerda Kölblin,  
Production Group Manager



## **“The best system available on the market.”**

Sparkasse Freiburg has already been using Beta Systems products since 1990. And thanks to the modular design of Beta Systems' FrontCollect Suite, the savings bank can answer all of their industry-specific needs based on a consistent product platform: payment transactions previously processed with Beta Systems' EBS 2000 solution using FrontCollect Payment, document archival using FrontCollect Finance, incoming invoices using the Invoice module and the upcoming challenges in the European payment area with the new FrontCollect for SEPA module.

## **Payment Transaction System Serves Multiple Clients**

“According to the current trend, paperbased payment transactions decrease by 6-8% each year”, explains Werner Haas. But in 2007 2.4 million transfers and 210.000 checks were still processed using the electronic EBS 2000 payment transaction system. And in 2001 the savings bank has added another client, the associated Staufen-Breisach institution, which has increased to number of invoices by additional 600,000 documents.

Another important function for processing payment transactions via EBS 2000 is the signature verification machine: Sparkasse Freiburg has been using it since 2002, which allows them to perform extensive checks even for transactions involving minor amounts of money. This gives them a distinct advantage over institutions that only have the meaning to check for high amounts since it significantly reduces losses for Sparkasse Freiburg.



*“Thanks to automation using FrontCollect Finance the same staff can process more documents or business cases in less time.”*

**Werner Haas,**  
Member of the Board of Directors

## **Key Figures**

- Annual number of payment transaction documents: 2.6 million
- Document pages archived in 2007: 2.3 million
- Digitized files in miles: 1

## **Beta Systems Software AG**

Beta Systems Software AG develops high-profile software products and solutions for the automated processing of large volumes of data and documents. These products and solutions serve to enhance security and the agility of IT. They guarantee compliance with business requirements relating to governance, risk management and compliance (GRC) and raise the performance of a company's IT in respect of availability, scalability and flexibility.

Beta Systems was founded in 1983 and has been a listed company since 1997. It has a workforce of more than 600 employees. More than 1,400 customers throughout the world use the products and solutions of Beta Systems in more than 3,300 running installations. Beta Systems generates 50 percent of its sales from its international business. Around 200 of its customers are based in the USA and Canada.

[www.betasystems.com](http://www.betasystems.com)

Huebnerstraße 3 Tel. +49 - (0)821 - 79 41 - 0  
86150 Augsburg Fax +49 - (0)821 - 79 41 - 400

**\_betasystems**