



Banking on Better Service at Lower Cost

Largest Russian bank with 110 million customers and over 30% of Russia's aggregate banking assets uses EMC solutions to make digital communications to its clients smarter.

“We now have a more consistent approach to document lifecycle management. It makes us more productive, and better supports and augments our many services. We are satisfied, and so are our clients.”

Elena Saifulina

Technology Department Head

 [CLICK HERE TO WATCH THE VIDEO](#)

With 6 million documents generated yearly and over 300 templates, Sberbank uses EMC document management solutions to increase productivity, reduce cost, and enrich the client's banking experience.

CHALLENGES

Sberbank offers a full range of banking services to its large, diverse client base. With document generation scattered in different corporate systems, the bank had difficulties interacting with clients in a standardized, yet personalized way. In addition, document generation was costly, time-consuming, and error-prone. Sberbank had to find a solution to help them work in new ways.

SOLUTION

With EMC, Sberbank transformed document generation into a business accelerator. Automation allows them to make credit recommendations in 3 days vs. 4, helping clients get a faster start on their projects. The new system unifies control of all documents, and allows for more responsive and relevant communications to clients. Cost savings have exceeded Sberbank's expectations.

PRODUCT

EMC Document Sciences

ROI

Process automation saves 250,000 man-days/year

PRODUCTIVITY GAIN



Decrease in credit documentation preparation time

COST SAVINGS



Man-days/year savings from process automation

IMPROVED SERVICE



Response time improvement in providing credit recommendations

For more information:

<http://www.emc.com/case-management/document-sciences/xpression-enterprise-edition.htm>

