

BCEE Luxembourg



**BANQUE ET CAISSE D'EPARGNE
DE L'ETAT LUXEMBOURG**

Document migration and simplified workflow

Real-time high-security electronic access via the Bank's intranet

The Challenge

- Modernize the document archiving, indexation and consultation system
- Migrate archived documents from Global 360 to EMC Documentum
- Boost productivity
- Establish more stringent and better-targeted rights policy for accessing content
- Manage substantial document flows
- Generate PDF documents from legacy Xerox Metacode formatted documents
- Make documents available to authorized staff via a high-security intranet site
- Enable authorized staff to locate and print out specific parts of documents

The Impact

- Successful migration in under six months
- The capacity to manage high volumes of documents in record time
- Highly secure access to content
- A flexible ECM system adapted to the web
- Enhanced client service
- Lower costs
- Gains in productivity

About the Banque et Caisse d'Epargne de l'Etat, Luxembourg

The Banque et Caisse d'Epargne de l'Etat, Luxembourg (BCEE) is one of the country's leading financial institutions. Founded in 1856, BCEE is a historical icon in the Grand Duchy of Luxembourg, and the Bank's excellence has been recognized many times with the highest financial ratings. Moreover, BCEE was named "Bank of the year 2008" for Luxembourg by the international finance magazine The Banker and "Best developed market bank Luxembourg 2009" by the magazine Global Finance, both for BCEE's performance in the financial year 2008.

BCEE's mission is to offer their clients optimum service while promoting the economic and social development of Luxembourg. With 75 branches and financial centers, BCEE has the largest branch network in the country. 1,700 staff serve clients and carry out daily transactions that generate high volumes of document exchanges.

Like all banks, BCEE must guarantee that documents are archived on inalterable media such as EMC Centera™. BCEE goes even further. They have also opted for EMC's Retention Policy Services (RPS) solution to manage how long documents are filed. Length of retention is defined document by document in compliance with the Bank's internal and external requirements. Once the retention period has expired, the document is destroyed.

"Accomplishing migration when you have accumulated over ten years of electronic archives is a daunting task", explains Pascal Mockel, Head of the BCEE project. "From the very start, we realized we wanted a document transformation solution to manage the multitude of formats or metacodes that we have. We wanted to automate the process to deploy the new system as fast as possible with the lowest risk."

Pascal Mockel
Project Manager
DVI Architecture Division

Staying on the cutting edge with Enterprise Content Management

In order to modernize and improve their content management system, BCEE decided to migrate from a Report Management solution with eiStream's COLD system (today Global 360) to an Enterprise Content Management (ECM) solution: the IRIS RM5 Document Management System based on EMC Documentum.

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There were over 1.2 million documents (500 million archived pages) on 430 WORM (Write Once Read Many) optical media to migrate. There were more than 2000 document variants in text and ASCII formats, and twelve types of DJDE (Dynamic Job Descriptor Entry) metacodes. Such a high volume of documents and such diversity with structured and unstructured content called for a versatile application with multiple functions.

Ensure speed and quality of everyday workflow

The solution selected by BCEE not only improved workflow management but also simplified it, resulting in higher productivity. The huge amount of paper documents produced every day can now be archived more quickly and easily.

Capitalizing on a high-performance solution: Xenos Transformation Services for Documents™

After studying various solutions on the market and analyzing the recommendations of their integrator IRIS Financial Services SA, BCEE decided to go with the Xenos solution. Xenos d2e Vision™ is the document transformation services software component of Xenos Enterprise Server™. It transforms and restructures printstream documents into a variety of other electronic formats. Components of Xenos Enterprise Server transform, index, restructure and route documents to automate the document production process—also enabling the archiving, extraction and electronic presentment of documents on the Bank's intranet.

"The Xenos solution is comprehensive and this was a determining factor in our choice", says Pascal Mockel. "In addition to its undeniable performance processing high volumes of documents, Xenos d2e is one of the rare solutions on the market capable of transforming so many distinct structured and unstructured formats. What's more, the application is written in Java. When we started implementation, this was especially innovative and really fit our needs."

Successful migration in under six months

BCEE and IRIS Financial Services SA implemented a migration process based on a Java application executed by shell scripts. A series of automated operations were set up, including copying files from WORM to magnetic file system, decompressing text files, extracting indexes in XML format, converting to PDF, and loading into the EMC Documentum archive.

Recovery of file indexes and their properties demanded extensive analysis to set relevant search criteria and the right number of indexes. "Thanks to the system we set up, we were able to automate 95% of the migration of the 450 WORM media to the ECM system. The migration operation was achieved in less than six months!" emphasizes Pascal Mockel.

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Enhanced performance, simplified use and highly secure access

Xenos document transformation software is now integrated into BCEE's complete document and archiving management flow. The documents are generated in Xerox Metacode format on the mainframe and then batch processes launch the Xenos solution, which transforms, indexes and loads the documents into EMC Documentum.

The web interface developed specifically for the users controls access to highly secure information. Users can quickly and easily find just the documents they need based on strictly defined and well-targeted access rights to ensure security

In summary

"Our longer term goal is to reduce the 700 documents per day currently loaded into Documentum. Specially developed guidelines allow us to gain visibility, ensure the quality of archived information and also cut costs", explains Pascal Mockel. "Thanks to Xenos, we've improved and accelerated our workflow. With easier access to the archived documents they need, our staff can better devote themselves to serving our clientele."

About Xenos Group Inc.

Xenos (TSX:XNS) is the market-leading provider of high-performance software solutions that deliver a superior Return on Information™ by Streamlining Enterprise Information Supply Chains™. The company's solutions, based on the scalable Xenos Enterprise Server™ and its components, process, extract, transform, repurpose and personalize high volumes of data and documents for storage, real-time access, ePresentment, printing and delivery in numerous formats across multiple channels. By readily repurposing, integrating with and extending the business value of existing technology, infrastructure and business applications, Xenos solutions empower organizations to adapt to changing market demands. They also improve operational efficiency, enhance business processes, reduce risk for compliance management and increase employee productivity with lowered total cost of ownership both for the enterprise and for its customers. Xenos supports Green IT initiatives by empowering organizations to "Reduce Reuse Recycle" information resources.

Xenos customers are among the largest organizations worldwide, spanning numerous industries including financial services and insurance. Xenos has offices in Canada, the United States, the United Kingdom and France and a global partner network.

For more information, visit www.xenos.com.

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