FASTdocs: Automated, Intelligent Workflows for Full- and Self-Service Channels

Business process automation backed-by powerful AI and machine learning-based tools

Alogent

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The Need for Advanced Enterprise Content & Information Management Solutions (ECM / EIM)

Antiquated, paper-based processes require manual handling for tasks like: reviewing, transporting, retrieving, archiving, and indexing, to name a few.

Legacy business processes lack automation and intuitive workflows, forcing banks and credit unions to spend on the ongoing maintenance upgrades and specialized teams to implement them.

Without automation and intelligent tools, data largely goes underutilized where it cannot be leveraged for strategic decision making and business intelligence.

Limitations of self-service capabilities: Account holders must visit a branch to complete various transactions and tasks, limiting digital engagement.

Working Harder, Not Smarter: The Need for Innovation in ECM / EIM

A bank or credit union's success is synonymous with the pace of their ability to innovate and embrace practical, modern technology. However, aging infrastructure and paper-heavy, manual labor is often the biggest obstacle hindering their progress, forcing employees to complete the manual data keying, document identification, classification, and indexing across the institution.

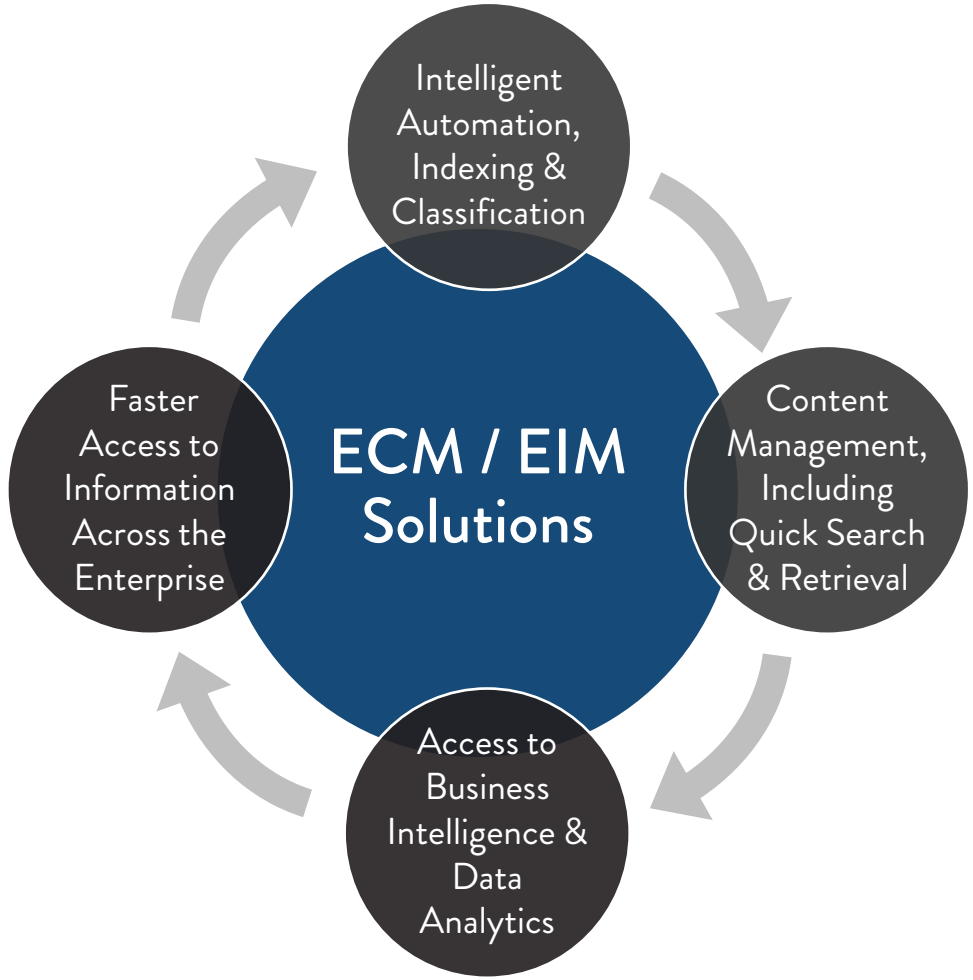
When compounded across the enterprise, this quickly depreciates their ability to handle more important, pressing matters, like assisting account holders. What's more, financial institutions face a challenge of managing growing volumes of structured and unstructured data from varying sources and making this information accessible. Without the proper tools, valuable data sits idle, where it cannot be leveraged to enhance customer or member services or improve products and processes.

Understanding the Benefits of ECM / EIM

True innovation resides within an ECM / EIM system that affords financial institutions, their staff, and leadership greater flexibility and freedom to tailor sophisticated workflows that match the institution's unique needs, maximizing enterprise-wide accessibility to data and ROI.

By leveraging intelligent capabilities, banks and credit unions benefit from more than just document or content management. Enterprise content and information management solutions go further by driving digital transformation across the enterprise, paired with automation for streamlined, uniform workflows that speed access to data and drive results.

Additional benefits include automatic routing and data extraction - making all types of information accessible, reportable, and indexable - optimizing business processes and garnering powerful efficiency.



FASTdocs: Powered by Intelligent Automation, Machine Learning, & Artificial Intelligence

FASTdocs, Alogent's enterprise content and information management platform was built specifically for financial institutions, leveraging advanced AI and machine learning-based capabilities for workflow and automatic document classification, delivering rapid-fire downstream processes.

Designed to replace paper and manual efforts, FASTdocs streamlines customer and member interactions and engagements - transforming volumes of institutional data into actionable business intelligence for informed, strategic decision making.

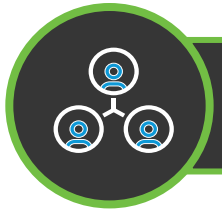
The Cornerstone of your EIM Strategy

FASTdocs was designed with bank and credit union best practices in mind, serving as the cornerstone of an institution's full enterprise information and digital transformation strategy.

Automate the import and digitization of any paper-based or electronic content, including all transaction documents, from any source and in any format.

Automate document capture and data extraction, routing and classification, and archiving, allowing immediate content retrieval, along with deep search capabilities.

Provide a two-way, web-based, secure interface for employees and account holders with real-time, permissions-based access through existing online and mobile banking channels.



Reduce manual and error prone processes, optimizing and speeding workflows

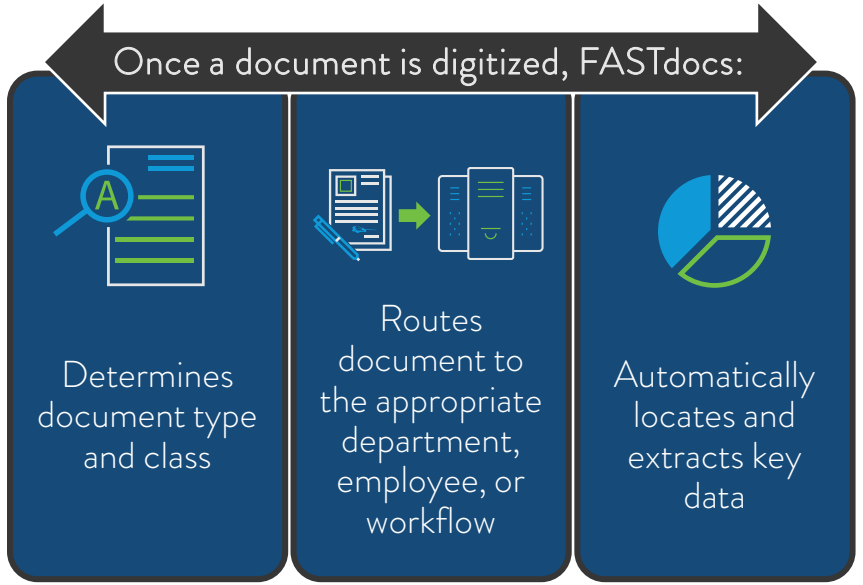
Securely interface with third-party solutions through the FASTdocs API

Dynamic, AI/ML Powered Document Classification

FASTdocs enables a single, universal repository for any type of electronic, paper or transaction document, from any source and in any format, while maintaining a flexible, user-friendly way to construct sophisticated workflows that mimics the ways an institution already operates.

Once a document is digitized, FASTdocs automatically determines its type and class, where it should be routed - to a specific department, employee, or workflow - and automatically locates and extracts key data.

Speed search, retrieval, and responses, address efficiency and governance standards, while reducing manual and error-prone paper processes – benefitting all end-users, enterprise-wide.



WebShare for Secure, Simplified Self-Service

WebShare is Alogent's self-service, web-based window into FASTdocs that enables a secure, two-way portal for account holders and employees to exchange information and documents, whenever and however needed. With 24/7, 365 on demand accessibility, financial institutions save costs and eliminate the need for account holders to visit the branch for simple document exchanges, signatures, and transactions.

Delivery of eNotifications, eStatements, promotions, new account holder documentation, and queries.

The ability for employees to respond to customers or members quickly, improving account holder services.

Consistent, secure user experiences, via a platform that interfaces with existing online, mobile and digital banking channels.

Customizable UX, allowing a bank or credit union to incorporate their branding on account holder-facing interfaces.

Integration with the larger digital ecosystem including online and mobile channels and email clients.

Transforming Data From Unstructured and Siloed Into a Value-Add

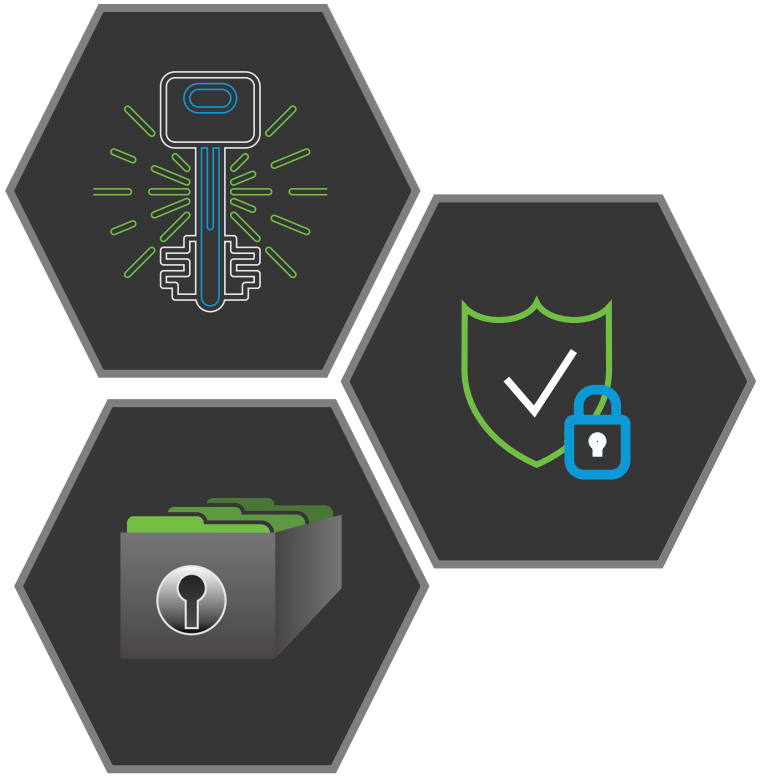
Real-time data aggregation, reporting and analytics capabilities are imperative for decision making at the enterprise level. FASTdocs provides transparency across the financial institution, including interactive dashboards and audit trails of all content-related activities — and turns it into actionable insights.

This is especially vital when information resides in multiple formats and locations, where daily workflows need to be optimized for leveraging data and simplifying processes that drive targeted marketing campaigns or sounder business investment decisions. Alogent's enterprise content and information management solutions pay off in routine productivity and keep paying off in better use of resources.

Committed to Security at Every Juncture

Security and document control is a top priority for Alogent across our full product portfolio. Our solutions combine industry leading capabilities, intelligence from fraud management databases, and industry best practices to protect your financial institution and account holders.

FASTdocs encapsulates many security groups and permission-based user protocols. Automate processing and approvals across your institution, based on fully customizable, role-based permissions.



Automated Workflows. Faster Access to Data. FASTdocs.

FASTdocs supports a full digital ecosystem with artificial intelligence and machine learning-backed capabilities for automated workflows and classification.

With faster access to information across the bank or credit union, account holder services are enhanced and engagement increased. Differentiate your institution with self-service capabilities and leverage data for lasting success.

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About Alogent

Alogent provides proven, end-to-end payment processing, content management, digital banking, and loan origination technologies to financial institutions, currently including over 2,400 credit unions, community and regional banks, and some of the largest national and international institutions. Our solutions are versatile, scalable, user-friendly, and exceptionally stable. Because of our relentless focus on innovation, our clients consistently exceed their productivity, financial, and customer experience goals.

Learn more about Alogent at alogent.com.

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