

Silicon Valley Bank Prospers With New Document Storage and Retrieval Unit

California-based Silicon Valley Bank (SVB) provides financial services to evolving and developed companies in technology, life science, premium wine markets, and private equity. With 47 branches worldwide, SVB offers a variety of innovative services to entrepreneurial companies at any stage or size. Dedicated to supporting and growing businesses in a number of industries, SVB provides banking and investment services with an innovative and experienced approach.

The Problem

Silicon Valley Bank's corporate headquarters is located in Santa Clara, California, where the paperwork load was immense. Loan and deposit documents for over 4,000 clients accumulated in paper files, which limited access to employees at headquarters only. When an employee at another branch required a file, a request was put in for the document to be found, copied, and sent to them. With 75 – 100 requests a day and each taking up to 15 minutes to process, the amount of time wasted was substantial. Employees at the Santa Clara branch were constantly interrupted and spent valuable time searching through filing cabinets and folders. Time zone differences also meant requests were periodically held up even longer. These delays and the inefficiency of their manual system affected their 1,200+ employees, as well as their customers.

Solution Requirements

Silicon Valley Bank aspired for client documents to be immediately available to all employees, regardless of their proximity to corporate headquarters. Quickly retrieving files would save staff time and increase productivity, while also perusing ecological friendliness. "We were trying to find a way to go green, and make all of our documentation easily accessible," said Ailesene Samatua, Ops Supervisor. A technical approach was pivotal, and moving paper electronically was undoubtedly a more up-to-date workflow solution.

The PSIGEN Solution

To establish an automated workflow, SVB invested in 2 Konica Minolta scanner/copiers, Microsoft Office SharePoint Server 2007, and PSIGEN's PSI:Capture. Eliminating manual steps has made a tremendous impact on SVB and optimized their operations. Documents are scanned in, given a standardized name, and migrated straight to SharePoint. By utilizing barcode separator sheets, PSI:Capture's flexible onramp creates document libraries and folders to further improve searches in SharePoint. "PSI:Capture has been a tremendous help to our bank. It has helped us with turnaround time for document requests, and also cut down on time consuming projects," said Samatua. The product is powerful enough to accommodate a multitude of documents in a brief timeframe, and employees at SVB branches worldwide have instant access to files. Processing documents electronically has not only freed the bank from superfluous paper pushing and improved customer service, but has also promoted greener business practices.



Conclusion

By expelling document retrieval requests, productivity has increased for all of Silicon Valley Bank's employees. Time previously devoted to manual filing and searching at corporate headquarters is now used on more productive tasks. Furthermore, thanks to PSIGEN'S PSI:Capture customer service has improved by eliminating the lag time caused by waiting for a response.

Solution Components in Summary

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| Capture Software: | 2 PSIGEN PSI:Capture Enterprise Workstations |
| Content Repository: | Microsoft Office SharePoint Server 2007 |
| Scanners: | 2 Konica Minolta scanner/copiers |

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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