

Business continuity  
and disaster recovery  
**Bank of Valletta**

Banking services case study

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**BOV**  
Bank of Valletta

**Canon**

# Major bank in Malta uses a Therefore-based custom document management solution to improve data security and efficiency

Organisation Name	Bank of Valletta
Founded	1974
Location	44 branches and agencies in Malta and Gozo
Services	Banking and investment services
Website	www.bov.com
Products	Managed Document Services

**Bank of Valletta is the largest Malta's bank in terms of market share, with around 1,600 employees. It offers a full range of financial services, including private banking, investment banking, fund management, bank insurance, as well as brokerage services. It has a network of branches, a corporate centre, multiple business centres and a wealth management arm. It is one of Malta's largest employers, committed to offer excellent customer service, efficient operations and a high level of security.**

**Bank of Valletta has embarked upon a bank-wide project to integrate document and information management technology in every aspect of business to improve on their customer service, internal audit and compliance readiness, data protection and security.**

## The problem

Bank of Valletta needed a solution to ensure better disaster recovery capabilities within their Collateral Management Unit (CMU).

This requirement was related to very valuable collateral documents that the bank holds for each customer loan. All this documentation was held in an armoured document store, and in this room they have had an automated filing system to process all the paper. Should these documents be misplaced, damaged or otherwise lost, the bank would have a major disaster to deal with. A lesser concern was that all this documentation was stored in a single place, while the bank has sixty branches across the country. Accessing these documents, mostly when dealing with clients was complicated and potentially insecure. While the banking system, based on Oracle software, is very modern and up-to-date, this department had no digital asset management at all.

## The initial solution

For this first project, the bank issued a tender and among other competitors, Canon Accredited Partner Avantech proposed a solution consisting of Canon's document scanners and Therefore document management system. Avantech successfully convinced the management of Bank of Valletta that Therefore was the best solution by performing a live demonstration of its capabilities.

Because security is a major issue, it was very important that Therefore is completely integrated with Active Directory and can ensure document security. The system allows access only to people that have the necessary security clearance and also offers advanced disaster recovery management and business continuity features. Combined with Therefore's flexible integration abilities and powerful management of client interactions with documents, these were key advantages that tipped the scales in favour of Avantech's proposition.

"The Collateral Management Unit in Bank of Valletta handles all the legal and contractual documentation of the bank. The management wanted to ensure that this documentation was completely secure, and that is why we began the deployment in this department," said Nick Camilleri, Managing Director, Avantech.

This is considered as the smallest Avantech project in Bank of Valletta in terms of volume, but a big success in terms of business continuity and disaster recovery. Avantech implemented six Canon imageFORMULA DR-G1100 document scanners and the Business Edition of Therefore with twenty-five concurrent user licenses. The deployment was concluded in March 2011.

At first, the bank's only requirement was to provide security for these paper documents.

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With a scanning solution and a document management system this issue would have been resolved, but Avantech proposed that they better utilize their investment in time, software and hardware. Linking the document management system to their banking system would allow employees in branch offices to have instant access to collateral documents. The document system could retrieve more data about the customer in the banking system and store it with each scanned document.

"At the demonstration we saw that this is the answer to a lot of our requirements. There was also some added value, like the integration with external databases and the possibility of integration with other systems," commented Anthony Cassar, Project Manager ITSD - Systems, Bank of Valletta.

"This was the starting point for developing software and web-based services to help them integrate their back-end banking system with the document management system. Therefore's customization options are vast and allowed us to demonstrate multiple different options. We were able to show them a concept for document storage, indexing and retrieval, integrated with their banking system and interfacing with their external databases," added Camilleri.

"The installation was very smooth. Users began using the system within a couple of days after installation. The fact that we have a solution that comes from Canon and Therefore and is designed by one company, made things easier for us, because we have one point of contact. The project was such a success that we have decided to implement it in another department," commented Cassar.



### Ongoing process of business improvements

After the CMU project, Avantech faced several other challenges that they resolved with their document management solution, and it has become an ongoing process.

One of the issues was the difficulty of filing and storing large volumes of paper documents, leading to storage space shortages, which forced them to move to larger premises. Avantech introduced the bank to the concept of labeling their stationery with QR codes, allowing them to automate scanning and storage of documents by categories. Using QR codes, Therefore capture client knows what to do with a scanned document, because each code is associated with a standard document type. It enables employees to achieve greater efficiency, eliminates errors and frees up employees for more productive tasks. Today, QR codes are generated dynamically and serve to uniquely identify individual documents with clients, transactions and other specific data.

This system is now deployed throughout the bank, and this is one of the reasons they installed an initial fleet of 55 Canon imageFORMULA DR-C130 scanners. These are in the process of being augmented by an additional 70 imageFORMULA DR-6010C scanners, which are better adapted to the increased intensive business processes in the bank.

“Therefore gave us the advantage of introducing an electronic filing system that proved extremely useful in terms of reducing storage space and improving our efficiency by allowing our users to take full advantage of access to the system from their own computers. And this also helped the bank in its aim of becoming an environmentally friendly bank by reducing the waste of paper,” explained Edward Grech, Head of Home

Loans, Bank of Valletta.

### Benefits

With Avantech’s Canon solution Bank of Valletta achieved several major benefits: efficiency, automation and elimination of human errors; business continuity; and disaster recovery. This is all related to a significant reduction of costs and has had a direct impact on their business, with clients being served more quickly and more efficiently without delays. Branches have also freed up storage space, which enabled them to dedicate more space to their clients.

“In addition the standard disaster recovery and archiving that the bank originally achieved, they have also managed to share all their documents across the entire bank wide area network. They have managed to use full text indexing to their full advantage, and they’ve also managed to ensure that all their documents are available to those with the necessary permissions via the core banking system,” said Camilleri.

“We have been able to improve data security and disaster recovery. All our expectations have been met or exceeded,” concluded Cassar.



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### Avantech ScanStation

Today’s fast moving business environment demands quick, accurate reactions to events as they happen. Many of these events require paper documents – for example, a sale will trigger an invoice. Now, imagine a scenario in which this invoice, signed by the client, is automatically recognized by your scanner – your invoice processing workflow is triggered with no further intervention.

Your scanner should also be aware of who is scanning documents to keep an audit of activity. Your users should be presented with the same simple interface regardless of what scanner model they are using, and the scanner should be able to alert users immediately if data on the document being scanned isn’t valid.

The Avantech ScanStation does all of this and more using Canon’s award-winning range of document scanners. Avantech developed the ScanStation to combine the versatility and resilience of Canon’s scanners with the power of the Therefore document management system, and provide a customisable touch-screen interface. Users are presented with context-sensitive task buttons, while graphics are simple to understand. Available tasks include built-in OCR, form recognition, QR code and bar code recognition and cheque MICR functionality, while buttons are fully customisable. Multiple document types are automatically recognised and processed with no user interaction.

The ScanStation consists of a touch-screen PC, up to four scanners for versatility, and a separate central ScanStationAdmin software module for control and remote customisation of each unit. Various output options are available: Scan To Folder, Scan To Email, Scan To Therefore and Scan to Sharepoint.

Avantech ScanStation has taken document management to the next level by reducing scanning tasks to a one-click process. The integration of business logic checks using document content continues to add further value to the proposition.

»We have been able to improve data security and disaster recovery. All our expectations have been met or exceeded.«

**Anthony Cassar,**  
Project Manager ITSD - Systems, Bank of Valletta

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