

Case Study

**Top 10 Global  
Investment Bank  
streamlines  
workflows and  
achieves SEC  
compliance with  
cloud fax.**

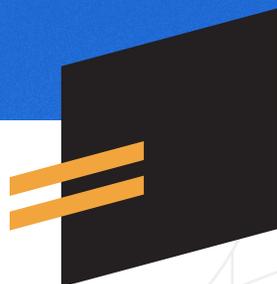


**INDUSTRY**  
**Finance**

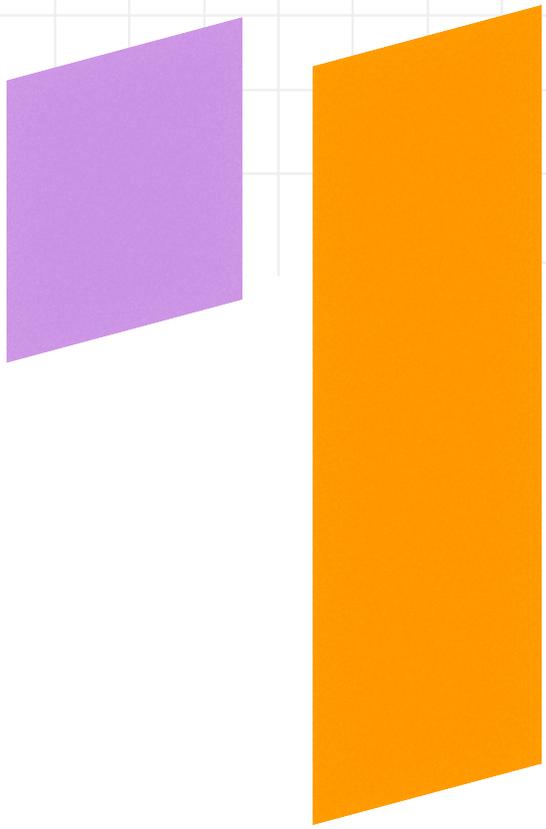
**COMPANY**  
Global Top 10  
Investment Bank

**This top 10-ranked global investment bank**

used AccuRoute CloudFAX to consolidate their fax infrastructure from six disparate fax providers to one centralized cloud fax system. Upland Software helped them to digitize records, eliminate legacy fax machines, maintain existing integrations, and dramatically increase productivity. Most importantly, the client is now compliant with federal mandates such as SEC 17(a), Sarbanes-Oxley (SOX), and Basel III.



# How can a large, globally dispersed bank ensure data compliance and effectively consolidate legacy infrastructure?



## The Challenge

For any financial institution, certain transactions have to be made ready for inspection review to follow compliance rules. This large, top 10-ranked global financial institution needed a solution to address its compliance requirements pertaining to the Security and Exchange Act of 1934—specifically its record keeping requirements of Section 17(a), as well as Sarbanes-Oxley and Basel III.

Although the client had already updated protocols around email, instant messenger, and phone communications, their fax infrastructure remained disjointed and spread across 6+ fax providers. With legacy fax processes in place, point-to-point faxing from MFPs and fax hardware left physical paper documents at risk, and information contained within faxes needed manual intervention to add them to the correct workflows and ensure the correct end destination.

The bank wanted to update technology to streamline digital workflows and maintain existing integrations while ensuring compliance to avoid significant fines, damage to their reputation, and a potential loss of future business by bringing fax up to speed.



# AccuRoute CloudFAX delivered integration-ready, compliant fax that encouraged swift user adoption.

## The Solution

AccuRoute CloudFAX's technology easily integrated with this worldwide bank's existing systems, providing everyday users with minimal change and impact to consolidate fax traffic to and from all sources through a single IT-controlled infrastructure. The bank said goodbye to multiple fax providers, benefiting from one standardized cloud fax experience and one dedicated customer support team.

AccuRoute CloudFAX also worked seamlessly with this global bank's existing systems. Now users can quickly infuse documents into the system, then automatically queue for routing to existing workflows and recipients while OCR technology disseminates key data points

such as account number, loan type, or account holder name to get the document to the right place.

- Combination of both desktop and API-based faxing to create a tailored cloud fax experience
- Alignment with existing integrations hastened user adoption with minimal disruption to service

## Business Impacts

- Successfully running high-volume financial transactions with critical delivery windows
- Automatic tracking for every step of a fax's workflow, creating a reliable audit trail to simplify compliance audits
- Continued support for SEC, Sarbanes-Oxley (SOX), and Basel III compliance requirements
- Dramatic reduction in IT infrastructure maintenance, as Upland's cloud fax eliminated the need for multiple fax providers, associated infrastructure, and hardware upkeep costs
- Ability to stand up multi-national local lines required for 10+ countries at a moment's notice

**Upland AccuRoute** helps organizations accelerate business processes by allowing users to easily capture, process, deliver, and fax content from any device using a single, unified platform. AccuRoute automates data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage.