

One of the World's largest banks

The financial services industry is highly regulated and communications with clients must meet stringent and auditable standards. Paper documentation still performs a vital role, but increasingly organisations are looking for a solution which integrates fax into a wider and seamless communications network.

Our client is one of the world's largest banking and financial services groups with many thousands of staff operating out of over 8000 offices in more than 80 countries. The Group, whose name has been withheld in this document to respect client confidentiality, works with individual, institutional, corporate and government clients and its operations include personal and corporate banking, global investment banking and financing, global merchant banking, asset management and international financial research.

The challenge

The original project brief was created due to the re-engineering of the Bank's back office trading system where there was a requirement for the capture and transmission of correspondence via fax for global trade processing. From a broader perspective, there was also a need to consolidate companywide fax handling. Lane already had its Passport 3000 fax server in the Bank's Honk Kong office, handling telegraphic transfer of application forms, funds transfers and returned confirmations among other processes, and was registered as a preferred supplier.

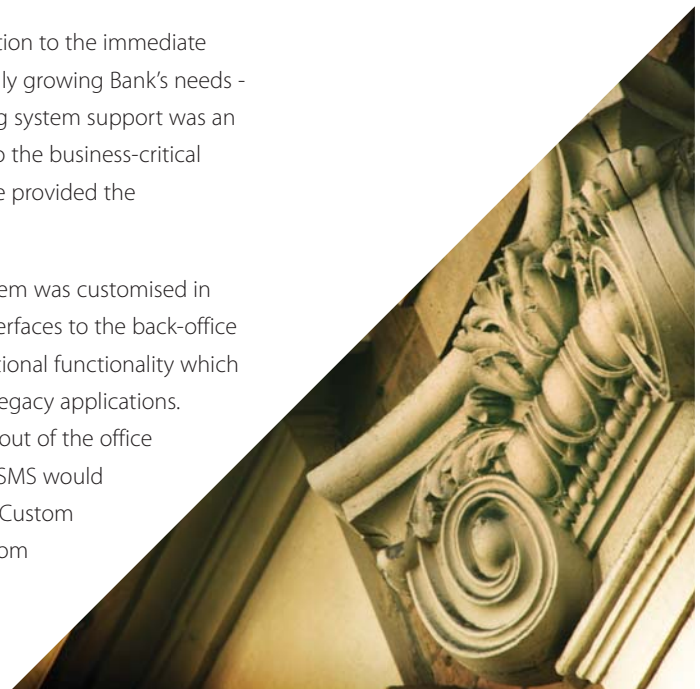
The solution

Lane's Passport 3000 system was recognised as a proven solution to the immediate requirements and one that was able to expand with the rapidly growing Bank's needs - both in terms of volume and additional functionality. Ongoing system support was an important factor in the Bank's decision to go with Lane due to the business-critical nature of the system. Tried and tested 24/7 support from Lane provided the reassurance the Bank needed in this respect.

Installed during 2002, the Lane fax server and messaging system was customised in several respects to deliver exactly what the Bank required. Interfaces to the back-office systems were created together with enhancements and additional functionality which seamlessly integrated the Lane systems with company-wide legacy applications. SMS was implemented on the system so that if a person was out of the office and they received a voice mail on their office phone then an SMS would be sent to their mobile device giving them details of the call. Custom code had to be written to interpret the voice mail message from the Nortell Call Pilot telephone system. Custom barcode processing was also implemented to cater for the data capture requirements of several business units.

At a glance

- Large International bank
- Enterprise-wide fax server for automatic handling of business critical documents.
- Meets with exacting financial services compliance standards.
- Handles over 20,000 faxes per day
- 324 fax ports
- Highly scalable system
- Integrates with back office systems.



A major upgrade to the Lane Passport 3000 system was launched during 2008 and the Bank started to roll out the new Passport 4000 system at the start of 2009 in order to leverage the latest technology.

A planned and gradual migration to the new system took place across various business units over the following months and has resulted in a centralised Passport 4000 fax server with 204 fax ports located in the UK configured in a highly available architecture with direct primary rate ISDN circuits. The majority of those ports handle all the Bank's UK faxes providing inbound and outbound fax services for the UK head office, UK branch offices and a multitude of different business units within the organisation. The remaining fax ports are physically located on remote Passport 4000 Fax Service servers to provide local access points for clients to send in their fax messages.

Automated routing of inbound fax messages is a central component of the Lane system with DID routing, barcode recognition, optical mark reading and intelligent character recognition used to read and extract details on received faxes enabling those faxes to be routed to in-house applications for further automatic processing in the correct branch office or business unit.

The Passport 4000 Personal Communications Center (PCC), a client application providing a secure, fast, highly featured and fully audited environment for handling high value private client correspondence, is widely used. In addition, faxes are also sent directly from user's Lotus Notes email client. Passport 4000 security ensures that each business unit can only see their own messages.

The results

Lane Passport fax servers have continued to provide a centralised hub for all fax traffic within major parts of the Bank's operations. Ongoing upgrades and enhancements to the system have ensured that the Bank has continued to benefit from the latest advances in communications integration.

The Bank's confidence in Lane's systems and support is demonstrated by the latest addition to the Bank's Lane system; an additional 120 fax ports. These are to be installed on the UK centralised system although the physical lines will be located on remote Passport 4000 fax service servers in France to serve predominantly the inbound faxing requirements of the Bank's French clients.

Configured over multiple platforms for resilience, the 120 fax ports will be connected to the Orange network via four Primary rate ISDN circuits. The received faxes will get passed to an in-house application via a customised secure FTP process from where they can be accessed by the various French offices. This expansion will take the overall system to a massive 324 fax ports processing approximately 20,000 fax pages every day.

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