

Nomura International plc

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.

Nomura International plc ("Nomura"), a leading financial services group and investment bank, works with individual, institutional, corporate and government clients across 30 countries. Employing 18,000 staff worldwide, its operations include domestic retail, global markets, global investment banking, global merchant banking and asset management.

The challenge

Nomura follows a client-led approach to communications and will use wherever possible their preferred method for the transmission of vital documents such as confirmation of trades, settlements, statements etc. This may be via the SWIFT or OASYS messaging standards, or by email, but a significant number of its clients - many in the Asian markets - still prefer to communicate by fax.

Nomura's previous fax system was antiquated and no longer met the demands of a modern coherent communications infrastructure. It therefore needed a new fax solution which in particular interfaced with email and integrated with its existing back office system to enable the automatic generation and despatch of faxes.

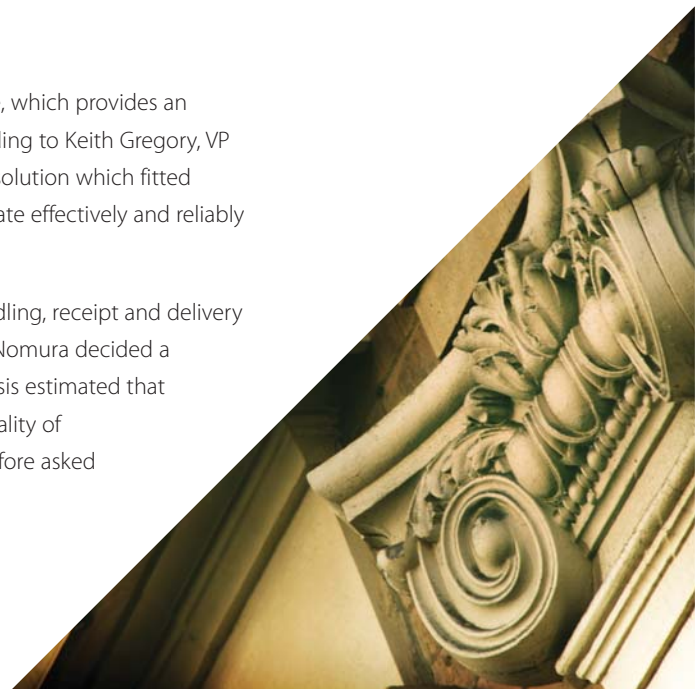
The solution

Nomura therefore opted for the Passport fax server from Lane, which provides an integrated enterprise-wide fax and messaging system. According to Keith Gregory, VP Middle Office Services, "Lane was able to build a customised solution which fitted exactly what we wanted to do, and enabled us to communicate effectively and reliably with clients using their preferred method."

Initially, Passport acted as the front end with all message handling, receipt and delivery being carried out by a third party service provider. However, Nomura decided a more cost-effective approach was needed. An in-depth analysis estimated that eliminating the third party activity and using the full functionality of Passport would save Nomura £300,000 a year. Lane was therefore asked to create an enhanced customised in-house solution.

At a glance

- Enterprise-wide fax server for automatic transmission of business-critical documents.
- Meets with exacting financial services compliance standards.
- Fulfils client demand for fax communications.
- Interfaces with email.
- Integrates with back office systems.
- Saved Nomura £300,000 a year.
- Return on investment in two months.



The result

Supported by 40 new digital fax lines, the extended Passport system has now been implemented across Nomura's organisation, and the upgrade paid for itself within two months. Passport is used for bulk faxing as well as individual faxes from desktops. It also enables Nomura to continue its policy of client-led communications, automatically selecting email or fax according to pre-set routing criteria, while it also converts email attachments to fax when required and then sends to the intended recipient.

According to Keith Gregory, "Lane has created a system which meets Nomura's exact requirements and which we can rely on to deliver business-critical documents. Without additional intervention, Passport automatically handles Nomura's system-generated fax and email confirmations for delivery to clients, using standard re-try patterns as appropriate. At the same time delivery reports are sent back to the originating system, assuring us that documents have reached their destination safely and without modification."



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