FIS

FIS CONTENT MANAGEMENT

Enterprise content management designed to transform your business processes

FIS CONTENT MANAGEMENT (FCM) SUITE

Document Management

Collaboration Hub

Workflow

FCM ARCHIVE

Subpoena Centre

COLD+

eStatements
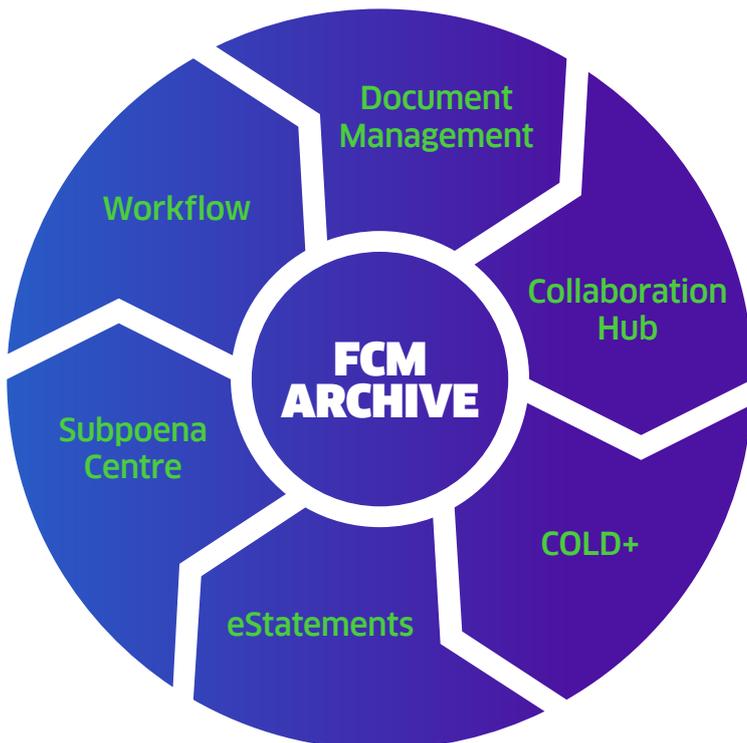
KEY BENEFITS AND COMPETITIVE ADVANTAGE

- FIS core integration

- All your content in a single unified archive

- Business process automation tools

- Intelligent document processing

- Secure document collaboration hub

- Modern browser support

- Strategic data analytics

- Integrated DocuSign eSignature (with FCM Collab Hub)

- Seamlessly integrated with ImageCentre, a trusted leader in item processing

- Accessible as a traditional client-server application suite or a web-based application

- Versatile and scalable to serve enterprises of all sizes

FIS® Content Management Overview

FIS Content Management (FCM) is a versatile solution designed to streamline the storage, organization and accessibility of vital information across your organization. The FCM suite offers a comprehensive range of features, including a digital document archive, workflow management, eStatements and report archiving, all complemented by an integrated business process automation tool.

FCM Document Imaging

Document indexing
FCM offers multiple efficient methods for document indexing. It can use barcodes or Optical Character Recognition (OCR) to quickly extract information from documents. FCM also allows for scheduled imports of index files with associated images at varying intervals.

Document audit
FCM provides the flexibility to export documents in various formats to support your audit needs. Whether it's a bookmarked PDF, native file format with a viewer or the FDIC export file layout, FCM empowers you to easily organize data to address subpoena requests, meet audit requirements or respond to customer-initiated requests.

Document retention
Effortlessly manage regulatory document storage requirements with FCM's Document Retention module.
You define the appropriate parameters and the system diligently monitors and purges documents at the specified time, ensuring compliance is maintained without unnecessary data storage.

Document tracking
FCM includes a robust exception tracking module that regularly scans the system for missing, expired and expiring documents. Users can receive notifications of these results through an online query, scheduled reports or as part of a workflow process when an account appears in a queue.

Virtual print driver
With Print2Archive (P2A), FCM offers a virtual print driver that grants users the flexibility to index or batch a document efficiently. Even non-traditional content like web pages can be sent to the archive, enhancing the versatility of your document storage capabilities.

Document research
FCM provides a robust research tool that allows users to organize content based on their roles within the organization. Full-page OCR technology enables text search across images stored in the archive, minimizing search results and facilitating the retrieval of documents with specific information. Additionally, authorized users can edit, add notes, annotate and export documents as needed.

eSignature with a Topaz
Capture electronic signatures from in-branch customers using a Topaz device. These e-signatures are applied to electronic forms, allowing for archiving, research and the initiation of workflow processes, eliminating the need to print physical documents.

Email import
Automate email indexing through scheduled tasks that poll designated inboxes. The system can automatically index emails and their attachments, extracting data from the email body. For documents lacking relevant metadata for auto-indexing, the system creates a batch for user review.
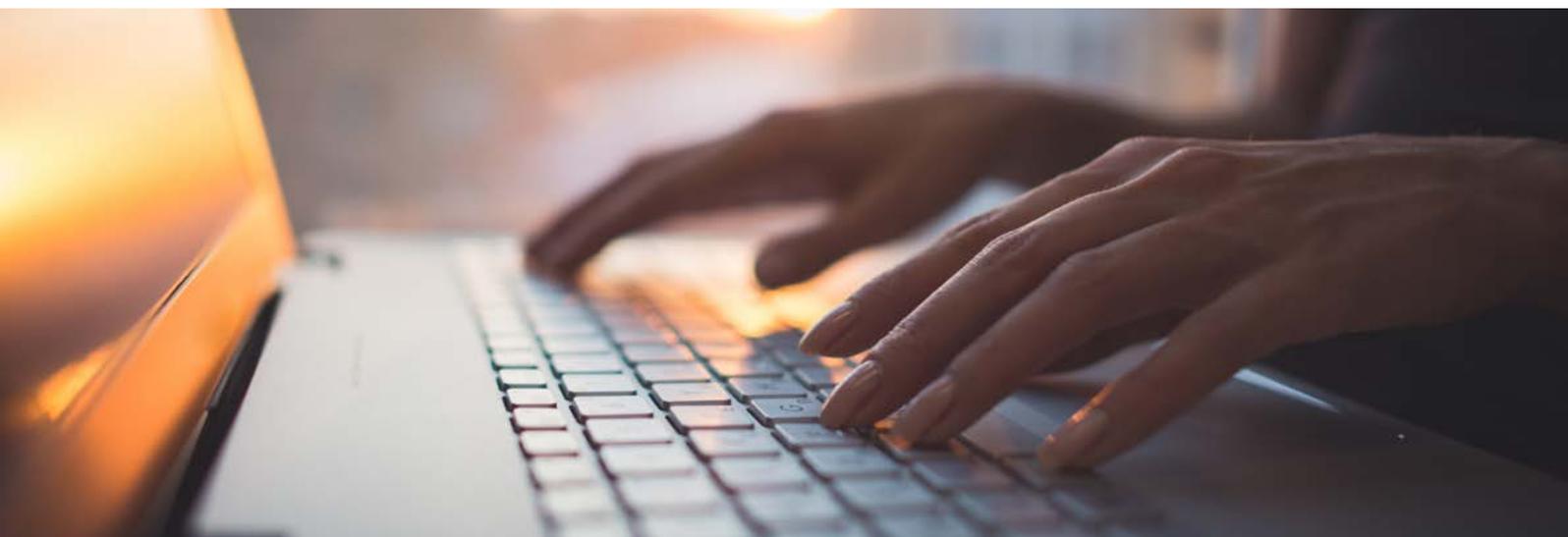
Outlook plug-In

FCM offers an Outlook Add-In that allows users to index documents attached to emails by entering metadata directly from the add-in. This data is then sent to an inbox that is polled to automatically archive the documents into FCM.

Document reports

Easily schedule reports or run ad hoc report data in various output formats. FCM's reporting capabilities cover a wide range of functions within the application, from operator statistics to exception tracking.

Intelligent Capture Automation

Intelligent Capture Automation (ICA), also known as IDP (intelligent document processing), extends beyond traditional OCR capabilities. FCM's ICA modules classify documents and extract data, automating up to 90% of data entry processes, reducing overall processing costs. Achieve higher accuracy in text extraction, mitigating the risks associated with poor data quality. This empowers your team to achieve more in a day, providing a significant opportunity to expand margins and grow your business.

Documents are indexed into FCM and leverage APIs to take advantage of the ICA engine. The ICA engine enhances digital and handwritten documents by removing noise, improving image quality and correcting skew, even removing watermarks for a seamless data capture experience.
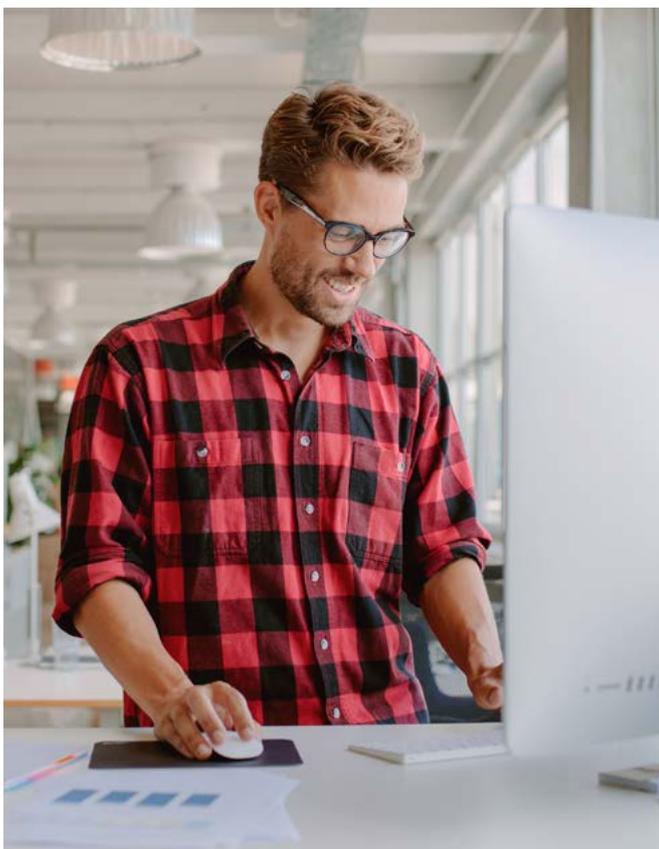
FCM Collaboration Hub

The FCM Collaboration Hub, or FCM Collab Hub, is your all-in-one solution for efficiently gathering, organizing, storing and delivering information within and beyond your organization. It offers a comprehensive document collaboration hub, complete with in-depth pipeline reporting and integrated policy compliance features.

Streamlining financial document management

Managing financial documents is a challenge as institutions adapt to a paperless landscape. Collaborating on account requests, approvals and servicing is complex. The FCM Collaboration Hub streamlines these processes, enhancing productivity and the client experience.

Efficiency and scalability

The FCM Collab Hub offers a modern and intuitive interface that allows rapid setup of policy-compliant processes, providing granular administrative control and detailed activity tracking. Its scalability ensures that it caters to the needs of both smaller institutions and multi-billion-dollar operations.

Whether you're a small organization or a large enterprise, the Collab Hub streamlines your document management processes, enhancing both productivity and the overall client experience.

DocuSign eSignature

The FCM Collab Hub has the ability to integrate with your existing DocuSign account, streamlining your access and solving document chaos.

Report archive module: COLD+

FIS Content Management (FCM) COLD+ is a robust archive for reports generated by both core and ancillary systems. COLD+ seamlessly integrates with ImageCentre and is also capable of functioning as a stand-alone application using the Oracle database structure.

COLD+ efficiently manages vast volumes of diverse electronic information and enables the distribution of this information across the enterprise to serve a diverse range of users.

Efficient report storage

COLD+ serves as a comprehensive storage module for report content in various formats, including text, PDF and Excel. It offers easy data search based on criteria such as text, report types and date ranges for rapid data retrieval.

Advanced data mining

With advanced report extraction capabilities, COLD+ monitors and extracts reports based on defined criteria, enabling users to subscribe to these extracts and receive them via email once available.

eStatements

FCM features a robust archival module for various statement and notice information, covering deposits, loans, tax retirement and wealth. Users can perform high-speed back-office retrieval for research purposes. Additionally, FCM offers Internet banking delivery channels for 24/7 end-customer access to their statements and notices.

Subpoena Centre

The Subpoena Centre offers enhanced automation for subpoena fulfillment, workflow and retrieval, significantly reducing manual work and improving productivity. It consolidates items, statements and notices into a single PDF across multiple accounts, streamlining information retrieval and ensuring proper documentation collection and storage. It also allows the saving of packages for future reference.

Business Process Automation

In today's technical era, FIS Business Process Automation (BPA) Workflow solution empowers organizations to enhance productivity and consistency.

By automating routine tasks and eliminating repetitive work, this solution allows skilled employees to focus on customers and creative problem-solving. Think of FIS BPA Workflow as a powerful tool in your automation toolbox, streamlining and optimizing business processes to deliver higher efficiency across your institution.

COLD Workflow

Automate business processes driven by data extracted from reports. Define rules that route information to responsible users, enabling logic conditions and an audit trail for efficient data management in COLD+.

Document Workflow

Similar to COLD Workflow, this automation is initiated once a document is indexed into the archive. Whether paper or electronic, workflows can trigger SLAs, escalation processes, OCR reading, conditional logic and more for efficient process management.

Exception tracking workflow

Automatically route document exceptions, such as missing or expired items, to the appropriate user queues for validation and resolution.

Core Integration

Integrate Document and COLD Workflow into your core systems to eliminate manual processes. Streamline common activities like card closures, Reg E card disputes and changes in customer information, saving valuable operational hours — often hundreds of hours per month.

API Integration

Leverage the power of our web service API to manage your FCM archive and Workflow queues. This API empowers your applications to store, retrieve and modify content while initiating workflows. Make the most of logic conditions, audit trails and data retrieval for seamless process enhancement.

To learn more, please visit the FCM webpage.

fisglobal.com/contact-us

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