



Sustaining expansion in Asia: Taipei Fubon adopts VITOVA EIM

One of the Largest Financial Institutions in Taiwan

Taipei Fubon Commercial Bank (Taipei Fubon) is one of Taiwan's largest financial institutions and the only Taiwanese practitioner with banking subsidiaries in Taiwan, Mainland China and Hong Kong. Committed to becoming one of Asia's first-class financial institutions, this banking group has moved aggressively to extend its reach to Asia over the years.

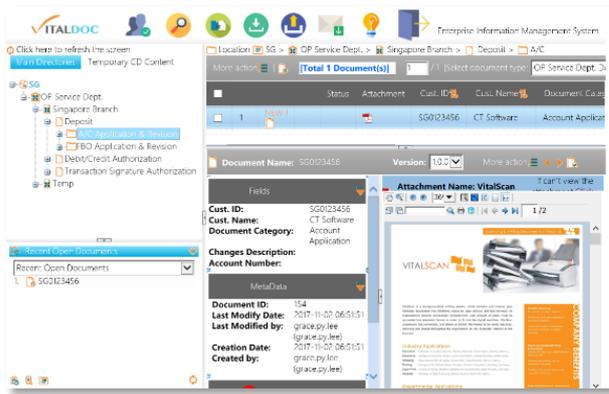


Sustaining Expansion in Asia with EIM

In order to enhance the operation of account opening in different regional branches, the expanding Taipei Fubon required a one-stop information management system to handle their document filing and approval processes. The bank chose VITOVA as the solution for workflow automation and secure documentation, which has become their partner of choice throughout the group's business expansion from the Taiwan headquarters back in 2011, to Hong Kong, Vietnam and Singapore branches.

Automatic Filing and Approval Workflow

With VitalDoc as the central documentation platform that supports account opening with streamlined workflows, staff at Taipei Fubon's branches can easily scan the deeds, contracts,

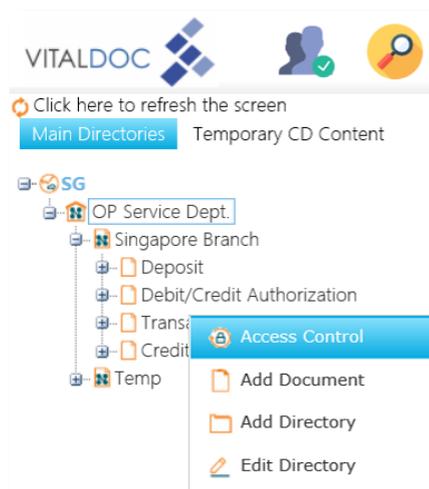


confirmations, etc. with office scanners that are connected to the VitalDoc system for direct uploading of the scanned files as “temporary documents”. The scanned documents will then be passed to supervisors for validating the image quality and accuracy of account information before releasing to the designated folders. To

facilitate the document filing processes, VITOVA specialists set up an industry-specific file structure for supervisors to file the documents with simple drag-and-drop. Users can perform compressive file searching through the customer ID, account type or date and download or print documents with secure watermark embedding.

Defined User Rights for Data Security

Besides customizing the strict approval processes for Taipei Fubon, VITOVA’s specialists also introduced different user privileges to alleviate their security concern. For example, user groups are defined with different access rights for their specific functions; and the audit log provides a full report for supervisors to monitor the file uploading and downloading history. While branches in Taiwan, Hong Kong, Vietnam and Singapore do not share their region-specific business folders and files, the Taiwan headquarters can access data from branches in different regions for centralized reporting, analysis and decision making.



Looking ahead, Taipei Fubon will continue to have strong presence in Taiwan and stable growth in Asia. At the same time, VITOVA will continue to provide the most suitable EIM solutions to support the group to strengthen its foothold in the regional market and move closer to the goal of becoming a first-class business group in Asia.