

NUXEO



LARGE UK BANK

One of the UK's Largest Banks Leverages Nuxeo's Agile Platform to Meet New Age Customer and Business Demands

In Brief

To compete in the fast-paced financial services sector, one of the UK's largest banks wanted to deploy a next-generation Content Services Platform (CSP) to help create a differentiated user experience.

The company also wanted to connect and consolidate its systems that stored the growing volumes of information scattered across a global array of branches. By doing so, the financial institution would better facilitate operational efficiencies and ease compliance with new and more demanding regulations and security requirements - such as the General Data Protection Regulation (GDPR).

Billions of Documents in Multiple Systems

With hundreds of branch offices and more than 20,000 employees worldwide, the bank had high-pressure demands to satisfy the needs of more than 14 million active customers. The organisation generated a massive amount of customer information (i.e. contracts, account statements, emails, SMS messages, etc.), which were estimated at 2.5 billion+ documents.

One of the problems was that many of these were duplicates stored across multiple systems and departments on various content management platforms. The bank's legacy content management system could no longer reliably manage the growing volume of documents and simultaneous users. It needed to future-proof its business with a scalable platform that could **connect information** from across silos and provide a single source of truth.

Nuxeo: An Agile Approach to Document Migration and Compliance

The bank chose Nuxeo because of:

- its flexible metadata model that made it fast and easy to migrate the bank's 2.5 billion+ legacy documents into its platform
- Nuxeo's APIs allowing to seamlessly connect with their existing user interface to provide a superior customer experience and maintain competitive differentiation
- Nuxeo's modern, open source platform, which enables the bank's technical team to become more agile in how they develop and deploy new applications
- the Nuxeo team's responsiveness.

In addition, the Nuxeo Platform helped the bank with the increasingly stringent regulatory compliance requirements, such as GDPR.

Today the bank is using Nuxeo primarily as a tool to address information management, security, and customer data privacy challenges. The platform provides:

- broad connectivity to content that lives in a variety of different systems
- cloud-native architecture that can be readily deployed anywhere and scales efficiently
- robust capabilities to manage both text and non-text content types, such as audio and video.

A Future of Automated Processes and Smart Content Management

Looking ahead, the bank is developing a new app with upgraded mapping features leveraging Nuxeo's intelligent content management capabilities. Customers will be able to look at a statement on their mobile device and the system will automatically bring all the relevant data forward and present it in a way that is personalised for each user. The bank is also working on an updated identification feature that enables customers to simply upload a snapshot of their passport, driver's license, or utility bill and automatically update all their personal information across the bank's systems.

Nuxeo will soon begin working with the bank to leverage artificial intelligence (AI) technologies and create a trainable engine for metadata extraction. By applying metadata to content, the bank can begin to automate processes by which new content is added to the system.

Competing in today's financial services industry is a challenge, but thanks to Nuxeo, the bank has finally reached a turning point on its path to developing the next-generation content platform it needs to meet new age customer and business demands. Due to the foundational technology provided by Nuxeo, today the bank can overcome those hurdles, sharpen operational efficiencies, and develop the requisite speed, agility, and flexibility to offer innovative services and products that will ultimately allow the bank to thrive – both now and long into the future.