

Using ABBYY FormReader™
in banking



Finansbank uses ABBYY FormReader for automatic input of credit card application forms

«The principal thing we need from a form processing application is input accuracy. No input errors can be tolerated, as it's our clients' accounts that are at stake. ABBYY FormReader not only provided us with the best input accuracy there is, but it also provided us with a great increase in the speed of input».

Metin Ornek
IT Project Manager,
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Finansbank was founded in 1985 in Istanbul, Turkey and has been rapidly expanding ever since. The number of its branches has grown from just 4 at the beginning of the 1990s to more than 100 and is expected to increase as the bank is planning to open new branches in Istanbul and in many regions of Anatolia.

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Cadet Computer and Electronic Systems Limited was founded in 1995 to provide its customers with Computer Aided Design platforms, such as electronic design automation (EDA), and has been further expanded to develop Electronic Document and Workflow Management (EDM), as well as Product Data Management solutions (PDM).

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When a client wants to obtain a credit card from a bank, he has to complete an application form and to provide some additional documents like the photocopies of his passport or revenue certificate. The information from an application form should be entered into the bank's database together with the accompanying documents. At Finansbank, Credit Card & Store Card Application Form Processing employed 80 operators to process forms, and this personnel could handle only 1,000 forms per day. In 2000 the bank was expecting to reach 10,000 forms per day and thus it started to look for an effective form processing solution.

With the help of technical specialists from Cadet Computer and Electronic Systems Limited, a network solution based on three ABBYY FormReader licenses was installed and the workflow was organized as follows:

- Bell&Howell 2000 DFB duplex scanners are used to scan application forms and appendices;
- in order to ensure complete correspondence between paper documents and their scanned images, an endorser is used (printer built into scanner);
- ABBYY FormReader automatically detects machine-readable forms and recognizes them using its powerful OCR/ICR/OMR/barcode recognition technologies;
- after that the recognized data are verified, both automatically with the help of automatic validation rules and visually by operators (all this guarantees 100% reliable results) and registered at the NovaManage EDM System;
- the necessary information is then exported into Oracle RDBMS and the appendices – Xerox copies of passports or revenue certificates – are saved as image files into a special folder, from which they can be viewed at any moment by the means of the NovaManage EDM System.

This automated data input system has exceeded all expectations. It takes the system only 90 seconds to scan, recognize, verify, register and export four A4 pages together with 3 to 5 attachments. As a result, Finansbank have been able to reduce the number of operators from 80 to 10, while increasing the throughput from 1,000 to 10,000 forms per day.

In 2001 Finansbank was able to acquire four additional licenses without making any changes in the overall architecture of the input system, which proves that the system is highly and easily scalable. Finansbank is planning to upgrade its system to ABBYY FormReader Enterprise Edition, which includes some additional features for reliable network processing of multi-page forms.

More information about ABBYY at www.abbyy.com

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