



CAPTARIS CUSTOMER CASE STUDY



Registrar and Transfer Company
"Stock Transfer Services Since 1899"

CUSTOMER PROFILE

INDUSTRY Stock transfer services

WEB SITE www.rtco.com

LOCATION Cranford, N.J.

EMPLOYEES 240

COMPANY Private; in business since 1898

SOLUTION SNAPSHOT

CHALLENGE Manual processing and old archive system caused delays and errors that carried potential financial liability

SOLUTION Captaris® Alchemy® Server with Exchange Archive Link Module and Web Server

INTEGRATION R&T mainframe system, OCR for AnyDoc, BÖWE BELL + HOWELL scanner

RESULTS Changed the retrieval of documents from a day to instantaneous access; Exceeded SEC compliance requirements for archiving; Reduced staffing costs and exposure to liability by eliminating need for several temporary data entry workers; Fully deployed in only 6 weeks' time

Registrar and Transfer Upgrades Archive System with Captaris® Alchemy® Document Management

Maintains SEC Compliance and Delivers Information Instantly to Clients by Replacing Old Processes

Registrar and Transfer Company (R&T) is the nation's oldest specialist in the stock transfer business. The company works to provide excellent customer service through personal attention and technology, including online access and proxy tabulation and leading edge information systems.

The Challenge

When R&T was founded in the late 1800s every transaction was handwritten in ledgers with a fountain pen. Today, records are just as detailed but managed across several enterprise applications and strictly governed by SEC regulations.

R&T tracks and stores thousands of documents regarding acquisitions, stock cancellations, shareholder correspondence and more. For SEC compliance, some files must be maintained for at least seven years. The stock transaction company relied on manual entry and stand-alone Computer Output to Laser Disk (COLD) storage for more than a decade; however, these methods often proved inefficient and resource-intensive. To retrieve information, employees had to send a request to the data center. "On a busy day, it could take a full business day for the data center to deliver files," said Lynwood Wade, vice president of information systems for R&T. In addition to daily requests, every three months the staff had to gather disks to print and deliver by mail the quarterly reports for its clients. The company recognized a need for efficient document management and developed an overall strategy for automation. Then, in the face of a massive company project, the goal became an urgent need.

R&T needed to re-issue stock in connection with a very large client's acquisition. A typical corporate action ranged from 500 to 5,000 files and employees entered the letters of transmittal manually. "For this project, we had well over 25,000 items," Wade said. "And, with our company growth, we expect even greater volumes of 60,000 to 100,000 documents in the near future for similar projects." In the past, R&T added several temporary workers to data entry stations for high-volume processing. However, since employees were not as familiar with the system, there was a greater potential for error. "It could become a financial issue," Wade noted. "If we issued a certificate that is not supposed to be issued there is potential liability, not to mention a customer service problem." To avoid this risk, Wade contacted R&T's



long-term solutions provider CPT Intelligent Technologies to find a solution. He was relieved to hear: "We know just the thing you need."

The Solution

R&T followed its provider's recommendation to install *Alchemy*, but not before investigating other storage and archival products. "I wasn't pleased with other solutions," Wade noted. "They don't offer the same flexibility for arranging archives or indexing databases. Also, they still required an awful lot of manual intervention." R&T now uses OCR for *AnyDoc* and a *BÖWE BELL + HOWELL Copiscan 8000* scanner to upload documents directly to the *Alchemy* repository. *Alchemy* then automatically builds data files and indices to post to R&T's mainframe system—as a result, manual data entry is no longer necessary.

Alchemy offers a modular design to give organizations just the integrated and scalable tools they need to do the job. "When I mentioned that I need a new *COLD* system, *Alchemy* had a module for that too," Wade mentioned. CPT has recently installed the *Captaris Exchange Archive Link* for *Alchemy* module at R&T to capture emails from its Microsoft Exchange Server and store them in the *Alchemy* repositories. SEC regulations require companies to maintain copies of certain electronic correspondence, however, R&T has historically "walked on the conservative side" by archiving all of its email communication. "With the *Exchange Archive Link*, we can inform staff members that every email will be archived," Wade said. "It will allow our network people to better manage mailbox sizes." Also, he noted, *Alchemy* will provide excellent recovery for deleted files as well as an audit trail for ensuring appropriate email use.

R&T also expects to leverage newfound efficiencies by implementing *Alchemy Web Server*. For R&T employees, posting the data is fast and easy via automatic processes; for clients, having online access will lessen individual file requests and eliminate waiting for quarterly reports to be mailed. Wade estimates up to 600 users will use *Alchemy* to access up-to-the-minute reports.

Based on projects thus far, R&T predicts a smooth evolution with future installations. Wade said the management team was amazed at the speed of the *Alchemy Server* implementation—only 1 ½ months—and the efficiency of the scanning process. "Usually you expect a 90 to 95 percent hit rate for scanning," he explained. "With *Alchemy* and OCR for *AnyDoc*, we have only a 1 or 2 percent error for rescans."

The Results

Employees are now able to annotate, index and retrieve the documents from their desktops via familiar applications. File retrieval that used to take a full day is now always "at their fingertips" and available within seconds. R&T perceived the advantages of using *Alchemy* from the start, according to Wade. "We didn't even need to analyze the numbers—we knew it would be an improvement in efficiency." Looking at the big picture, he estimates R&T will achieve full Return on Investment (ROI) on its purchase of *Alchemy* within its first year of use.

"The exposure that existed in manual processing or our old COLD methods was so great that if there were ever a problem the cost would dwarf our investment in *Alchemy*."

In addition to the day-to-day productivity gains from *Alchemy*, Wade also pointed to other benefits of new processes. Employees now have direct access to files via *Alchemy* so there are fewer errors committed by untrained temporary workers. The use of *Alchemy* has reduced exposure to liability or potential financial loss due to error—a result that, Wade said, could account for full ROI on its own. "The potential exposure that existed with our old system was so great that if there were ever a problem, our costs would have been many times higher than the investment we made in *Alchemy*." In the relatively short time *Alchemy* has been deployed, R&T has used it to automate

processing for corporate action transactions and even tabulation of 10,000 proxy voting cards per day. The company anticipates expanding *Alchemy* use to track initiation of new accounts, archive cancelled stock and, ultimately, record all correspondence from shareholders.

For More Information

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of *Captaris RightFax*, *Captaris Workflow* and *Captaris Alchemy Document Management* is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, *Captaris* was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol *CAPA*. For more information, visit www.Captaris.com.

CPT Intelligent Technologies, Inc. specializes in implementing imaging and document management solutions and has provided such solutions for business and industry since 1957. Headquartered in Flemington, New Jersey, CPT offers a unique combination of long term practical business experience and a comprehensive knowledge and experience with the latest innovations in imaging technology. CPT develops solutions from its suite of software and hardware tools and integrates them into complete, easy-to-use systems. For more information, please contact CPT at (908) 284-0900 or visit www.cptinfo.com.

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