Branch operations made easy with Nuance solutions.

Provide a one-click process that streamlines document capture from MFP devices, and makes information available instantly throughout various branch locations.

Challenge
- Integrate existing Microsoft SharePoint and MYSITES with a new content capture and business automation solution efficiently and securely
- Scan documents centrally for access and retrieval by users in their branch offices
- Improve scanning and processing systems, both in terms of accessibility and document quality

Solution
- Documents are scanned directly into existing SharePoint document management system, as well as into MYSITE.
- A workflow is set up to scan everything from letters of credit to collateral templates, to grant applications and loan forms
- Documents can be sent to repositories for archiving and easy retrieval

Results
- Connected branch locations and 550+ employees to SharePoint and MYSITE
- Documents that are scanned at headquarters can be accessed and retrieved quickly by branch offices – making the communication between customers, service providers and AgStar efficient and reliable

Company profile
AgStar is part of a long tradition of Farm Credit System associations in the nation that provide a full range of financial services to farmers, ranchers, agricultural-related enterprises, and rural and small-town residents. Serving more than 22,000 clients in 69 counties located in Minnesota and northwest Wisconsin, AgStar has developed successful programs in loans, leases, crop insurance, tax services, accounting, consulting, and rural home mortgages.
“The user experience at the scanner front end was easy and user friendly. Smarticket gave us the capability to restrict users’ access to only the certain processes (tickets) they needed to see. The key differentiator in the decision making process was Nuance’s ability to give the end user a great user experience throughout the process and their easability to scale with our business needs.”

Adam Erickson
Associate Applications Integration Specialist
AgStar, Mankato, MN
Also, through its Fund for Rural America, AgStar is committed to giving back to rural residents, organizations and communities. The Fund is a granting program for education, environment, technology, and quality-of-life projects in areas where AgStar has a significant business presence. This combination of corporate “citizenry” and financial services give AgStar a 360 degree perspective on the communities and people they serve.

Challenge.
AgStar manages assets exceeding $5.0 billion; and with a team of more than 550 dedicated members in multiple locations, the amount of paper and electronic paperwork that moves between offices – and branches - is legion. From loans and leases, crop, life and disability insurance to financial consulting, record keeping and tax services - AgStar’s information flow is constant.

AgStar’s goal was to be able to integrate their exiting Microsoft SharePoint and MYSITES with a new content capture and business solution efficiently and securely. This would allow a number of time and cost saving functions, such as scanning documents centrally while allowing branch offices to access and retrieve them. In addition, the documents received vary in type and quality, from handwritten to typed - sometimes even torn and illegible. AgStar faced a major challenge in improving their scanning and processing systems, both in terms of accessibility, and document quality. And, of course, all of this needed to happen while keeping customer service up and costs down.

Solution.
AutoStore® with Smarticket™ was able to get AgStar on the road to efficiency. Now, documents are scanned directly into AgStar’s existing SharePoint document management system, as well as into MYSITE. And, Smarticket’s document routing cover sheets can summarize an entire document workflow into a barcode on a single printed or electronic cover sheet for faster distribution and archiving.

How does that all come together? Instead of processing documents manually, a workflow is set up with AutoStore to scan everything from letters of credit to collateral templates, to grant applications and loan forms. Also, documents can be converted into multiple formats, including searchable PDFs, Word, and Excel. And, using Smarticket’s paper or electronic cover sheets, documents can be sent to repositories for archiving and easy retrieval.

Result.
AutoStore with Smarticket helped AgStar connect branch locations and 550+ employees to SharePoint and MYSITE. In addition, documents that are scanned at headquarters can be accessed and retrieved quickly by branch offices—making the communication between customers, service providers and AgStar efficient, and the information, reliable. Nuance’s AutoStore with Smarticket solution is a one-click process that streamlines document capture from MFP devices, and makes information available instantly throughout various branch locations on the Agstar network.

Hardware and software.
- 35 mixed Ricoh MFPs
- AutoStore/Smarticket, SDKJ/SDKJ/2 device connectors, Microsoft SharePoint

To learn more about Nuance Document Finance Solutions, please call 1-800-327-0183 or visit nuance.com
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Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.