

SUCCESS STORY

Bank of Montreal/ BMO Financial Group



Bank of Montreal

"RGB's technical expertise and direction with the rest of the technical group was excellent. The problem was rectified and all projects were implemented on schedule. We were very impressed with RGB and would certainly use them again in the future."

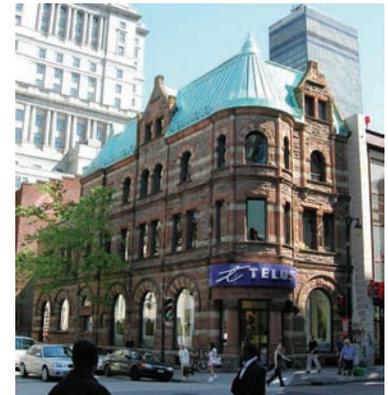
-Henry DeLange, Project Manager

REAL ROI TO BE FOUND IN ECM COMPLIANCE INTEGRATIONS

"When a large commercial bank with more than 10,000 employees evaluated the costs, risks and processes associated with its handling of paper records, executives concluded that process inefficiency across lines of business was resulting in lost user productivity and inconsistent visibility into operational practices, cycle performance and adherence to compliance rules. For these reasons, it made sense to stop the flow of paper into outsourced warehouses and start the flow into imaging-based electronic records management systems.

The project delivered compelling results. In addition to major cost savings and fast return on investment (ROI)-a three-year ROI of 217 percent, with US\$9.8 million saved in year one and over US\$30 million saved by year three-the bank gained new visibility into the information stored across the enterprise. Automated, policy-based records management will make the bank better able to control key business processes. In addition, the system provided new ways to analyze operational data.

Source: The IBM ECM portfolio: Reducing risk through effective information management, IBM 06-07



Founded in 1817 as Bank of Montreal, BMO Financial Group is a highly diversified North American financial services provider. Through four operating groups – Personal and Commercial Banking Canada, Personal and Commercial Banking U.S., Private Client Group and BMO Capital Markets - Bank of Montreal serves a broad range of personal, commercial, corporate and institutional customers with over 35,00 employees and \$367 billion in total assets.

RGB offers a range of consulting services to implement IBM FileNet ECM and BPM solutions

- Turnkey Solutions
- Project Management
- Compliance Planning
- System Migration and Integration
- Project Mediation and Rescue
- Training & Mentoring
- Staff Augmentation

BMO  **Bank of Montreal**

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CLIENT: Bank of Montreal
LOCATION: Montreal, Canada
INDUSTRY: Financial Services
SERVICES: Project Mediation & Rescue, Staff Augmentation

OVERVIEW

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CHALLENGE

RGB Projects was engaged mid-project by a 3rd party to address a highly sensitive and complex implementation. The IBM FileNet installation at Bank of Montreal had experienced a number of technical and project execution difficulties and was currently experiencing problems with a load test that was written and executed by a third party.

Because of the ongoing problems Bank of Montreal could not risk failure of the load test. The ongoing issues were requiring more resource hours and higher costs than originally expected.

With an aggressive timeframe and a highly sensitive situation, RGB was asked to resolve the load test issues, help mediate the third party vendor and augment the technical staff to help complete the project on time.

SOLUTION

RGB provided a technical recommendation that addressed the load testing issue, identified another software issue which had not been previously detected and helped mediate a resolution with the technical teams and third party vendors within a short timeframe enabling Bank of Montreal to complete the project in a timely manner.

RGB's technical expertise, communication skills and ability to mediate highly sensitive challenges helped Bank of Montreal resolve the technology, resource, cost and time issues hindering the project's success.

"The Bank of Montreal system was in production shortly after this engagement was completed and all the different teams involved were impressed with the results and pleased with our process", said Paul Bupp Lead Consultant for RGB Projects.

WORKFLOW & CONTENT MANAGEMENT STATISTICS

- A typical 1,000-person organization wastes more than \$11 million annually on manual document handling and management
- Average person loses up to 6 weeks every year searching for misplaced information at work
- 30-40% of a knowledge worker's time is spent on document-related tasks
- 25% of enterprise paper documents are misplaced and will never be located
- In an average enterprise with 1,000 knowledge workers, a reduction in content handling and search time by 50% translates to savings of:
 - * \$3 million annually in time spent looking for and not finding information
 - * \$6 million a year on time recouped

Source: IBM FileNet Content Manager Datasheet 07-07

KEY BENEFITS ⊕

- ⊕ *Minimized project risks due to software and load test failure*
- ⊕ *Saved costs in terms of resources and project delays due to load test and software failure*
- ⊕ *Accelerated project completion and success*

