



Customer Profile - Investor Services Provider

Company Background:

One of the countries largest investor services companies provides high-quality automation technologies and distribution solutions to banks, investment advisors and mutual fund management companies. Its strategic commitment focuses on providing clients with the technological tools, service platform and professional expertise necessary to identify, sell and service customers across multiple distribution channels. The company currently services more than 16 million accounts with more than \$500 billion in fund assets. Services include: distribution and marketing; telesales/servicing; database marketing; electronic commerce; shareholder record keeping; fund accounting and administration; employee benefit record keeping software and services; print/mail fulfillment and proxy services.

The company is a reseller of INSCI's archive products to remote clients such as: FirStar, Strong, Evergreen Funds and NationsBank, who use COINSERV to archive and retrieve statements and tax documents. The company also supports 30 full service clients including Galaxy and Smith Barney and generates an enormous amount of report output.

The company was trying to fulfill an immediate need within its Transfer Agency Department and realized it had an opportunity to improve the business process. The company has several different departments totaling over 500 users all generating, distributing, printing, retrieving and storing a combined total of approximately 75 million pages quarterly. Not only it is mission critical that the information they supply is accurate and timely but it must meet the required criteria of the active life of the document and by the Security Exchange Commission (SEC).

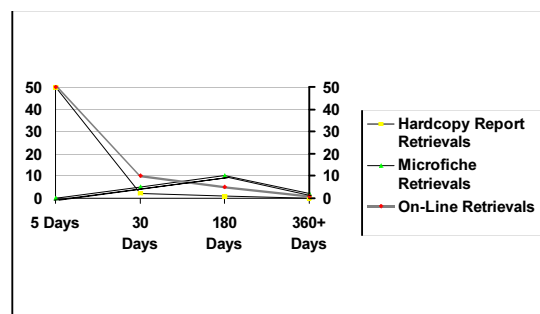
The "active life" or length of time these documents have to be available for immediate access is six months. With the SAR Online Viewing system the data was only available for three revisions on DASD (magnetic storage) and three revisions on magnetic tape, and a call had to be made to the help desk to acquire the data from magnetic tape. Paper printing of reports was the preferred medium for end users, however keeping paper for any length of time was not practical.

After six revisions the data was sent to microfiche, which was not conducive to the company's business needs. The company had a dedicated team that was assigned to process microfiche requests, but this took up to twenty-four hours. Part of INSCI's challenge was to figure out a way to implement, organize, prioritize and maintain a system that would satisfy all of the demands put on the company by its clients.

The initial interest in an optical storage and retrieval solution was to eliminate the costs and time of delays of the existing microfiche process while reducing the amount of paper printing, and providing the technology to maximize personnel productivity and customer satisfaction. In order to retain and increase its leadership in this fiercely competitive financial services market, the company needed to implement an electronic document imaging and management.

Once at the company, it was easy to collect, quantify and analyze computer output information within the organization. This information was analyzed by department output media, volume, customer, quantity, frequency and cost, so that a determination could be made as to the potential of replacing some percentage of this output with an Electronic Document Management System or COLD System. The determination of a Client /Server architecture that would best fit the company environment led to the selection of the COINSERV system from INSCI Corp. Electronic imaging allows faster throughput and more accurate filing of forms. By using the COINSERV system, the company projected an annual savings of 2 million dollars, replacing 100% of the SAR Online system, 85% of paper and 100% of Microfiche.

Document Retrieval Patterns By Media



Goals:

The availability of using innovative computer technology to meet these challenges will result in improved customer productivity, improve customer service and dramatically lower costs. Some of the company's goals were:

- Eliminate the need to print and file duplicate copies of reports (300 million pages of output yearly)
- Provide fast electronic access to reports
- Provide instant printing and/or faxing of an exact replica of the original document
- Use the existing corporate network and installed PC workstations
- Reduce direct labor and courier costs associated with the filing, retrieval and delivery process within The company
- Store once for simultaneous multiple retrieval for the required active life of the documents
- Support the active life of the document through a combination of magnetic and optical storage
- Support the archive life of a document through a combination of optical and shelf storage
- Eliminate hard copy printing of internal and external reports
- Install a system with a fast return-on-investment

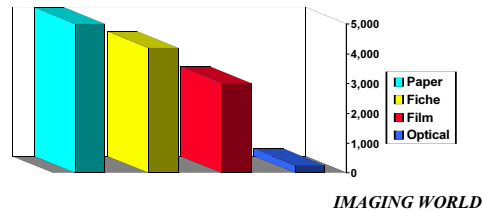
The COINSERV Solution:

INSCI met the company's goals by implementing and integrating the COINSERV system into a heterogeneous enterprise environment. This provided a turnkey solution with an enterprise-wide unlimited user license, consistent with the desire for an open system approach to solving the problem with seamless integration into the existing environment.

The entire turnkey solution consisted of: COINSERV software, application development services, hardware integration with the existing Sun Ultra 3000 Enterprise Server along with a Clarion Model C150 RAID system and a Cygnet Jukebox with 2 Philips 1600 drives used for optical storage. Using WinCOINS for their Windows based desktops and with minimal user training, the system was operational within 60 days of the first agreement.

Reports are indexed and the magnetic index is utilized to determine the correct report before any access of the optical platter is necessary. The hundreds of employees who need to access the information have a 2-second retrieval time and up to one year before the documents go to optical storage. Once in optical storage information is still very easy to access and retrieve. optical storage is "timeless".

Storage Cost For 500,000 Pages



Moving Forward:

The company has every intention of staying on the cutting edge to keep one step ahead of the competition. The Internet plays a very important role in this effort. WebCOINS, INSCI's Internet solution, gives both internal and external users the ability to view documents using a web browser. Today, users are viewing only reports. In the next generation of product, statements and tax documents will be accessible to clients, and clients' clients.

Summary:

INSCI has developed an active relationship with the company that has provided the benefits and cost savings that the company set out to achieve. The COINSERV system implementation and the support and assistance of personnel from both organizations will continue to enhance those benefits to our mutual advantage. Cost savings, maximizing personnel productivity through the use of information systems, continually improving service levels and the ability to leverage information systems technology to full advantage is the key to the success of the installation.

For information about COINSERV solutions, contact INSCI worldwide headquarters at 1-508-870-4000 or visit www.insci.com