

## Competition takes leadership



### INDUSTRY:

Banking

### SOLUTION:

All Document Processing

*"Prior to implementing the solution, our branch office staff spent 30% of their time on customer facing activities such as sales and customer service," Lee said.*

*"Today, they are spending as much as 70% of their time on similar activities. As we are now more focused on our customers, we are able to react much faster to changing market needs."*

Ju Lee

Head of Business Process  
Re-engineering team for Woori  
Bank's Information Systems

### The Business

Woori Bank is the second largest commercial bank in South Korea, serving an estimated 10 million customers with 670 branches throughout South Korea and abroad, 10,000 employees and 89 billion US dollars in assets. Created through the merger of the Commercial Bank of Korea and Hanil Bank, Woori Bank, previously known as the 'Hanvit Bank', has remained at the forefront of the Korean and Asian financial industry by providing a wide range of financial products and superb service to its customers.

### The Challenge

With the reduction of the number of banks from 26 to 15 through mergers and acquisitions after the Korean financial crisis in 1997, Korean banks were forced to increase their market shares and competitive services in order to be successful. Faced with a strong bank consolidation and even stronger competition, Woori Bank realized that to be competitive, it needed to improve its quality of service while reducing operating costs. At the core of the bank was the loan process. Loans were processed manually, documents were transferred by mail, underwriting and approval processes were often slow and inconsistent, and operational costs were high.

### The Alero Solution

Once the need was identified, Woori Bank brought in Deloitte Consulting to provide business process consulting and advisory services. Deloitte evaluated existing procedures, making recommendations for streamlining - improving efficiencies and eliminating wasted time and resources. Samsung Data Systems, a systems integrator, was then brought in to build a solution based on Deloitte's recommendations.

Samsung evaluated the bank's technical needs and requirements and recommended Alero software from Alero Technology for the creation, management, storage, retrieval and disposition of all documents, including consumer and corporate loans, foreign trading, and savings account sales support documents. As an integral part of a complete solution based on the combination of risk management, credit rating, business process management, enterprise application integration, enterprise content management and custom sales support technologies and vendors, Alero provided Woori Bank with a solid content management platform to meet stringent requirements in terms of volume, performance and reliability.

### The Bottom Line

Currently, the new system is in full production and is used at 650+ branches, processing approximately 1 to 1.2 million documents per day. With two active servers, two standby servers, and 35 terabytes of storage in place for the next five years, Woori Bank has ensured optimal availability and redundancy to meet current and future demand.

**WOORI BANK**

**Headquarters**

➤ Seoul, South Korea

**Industry**

➤ Financial, Banking Sector

**Application**

➤ Check, Loan, Credit Card, Foreign Exchange, Other Documents Processing

**Solution Type**

➤ Content Management

**Daily Volumes**

➤ 1 to 1.2 million pages/day

**Number of Users**

➤ 3,000 – 5,000 Users

With the new solution, Woori Bank has strengthened its competitive position and expects business increases of approximately US \$115 million a year, costs reductions nearing US \$3 million a year for new business and US \$18 million in resources and operations. The bank also anticipates a business boost of close to US \$23 million as a result of quicker turnaround times.

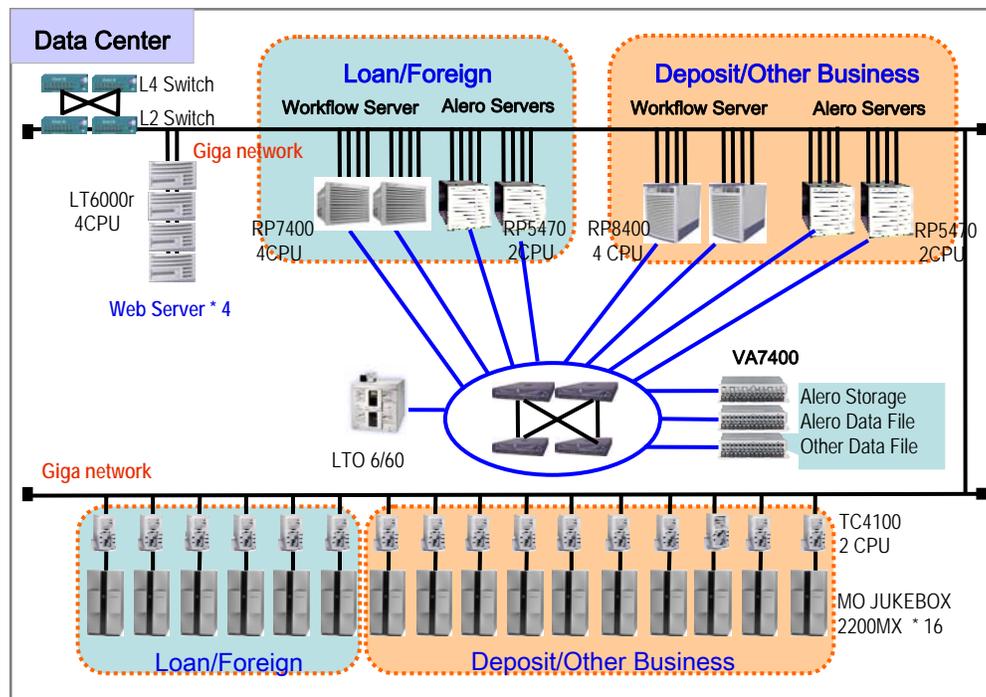
The following chart illustrates some of the volume characteristics of this solution.

Daily Average Documents	Process Time	Hours to Process	Average Time
1-1.2 Million	6:00 PM to 3:00 AM	9	31-37 doc/sec

**Benefits:**

- Streamlined processes—improving efficiency and reducing wasted time.
- Expedited turnaround times.
- Dramatically reduced the time and costs associated with handling loans, credit card applications, foreign exchange, sales slips, etc. Loan process time was cut by 50% from six days to three days.
- Improved process productivity, information interchange, and employee morale.
- Freed branch employees from performing tedious, time consuming tasks, resulting in a boost in sales and better customer relationships and service.

**The Solution Design**



**Hardware**

HP Superdome RP7400, RP8400, RP5470, TC4100, and LT6000R  
 L4 and L2 Switches  
 HP 2200MX Jukebox  
 HLS-100 MICR/OCR/Image

**Software**

HP-UX v11.x  
 Oracle 9i  
 WebLogic

**Alero Software**

Alero Framework v2.2  
 Alero Virtual Server  
 Alero ECM  
 Alero HSM  
 Alero Import (HSI)

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