

AutoStore streamlined the process and gained efficiency at NWQ.

Challenge

- Eliminate high cost of maintaining and storing hardcopy files
- Create an automated process to capture and process documents, using existing multifunction devices (MFDs)
- Archive documents with a single-button touch
- Provide instant access to documents while the client is on the phone

Solution

- Scan content from multiple MFDs into AutoStore workflow
- Documents are converted into PDF format and saved to the network folder
- NWQ employees move files to client folders within their CRM system for easy retrieval

Results

- Decreased document retrieval speed: from approximately 10 minutes to only seconds
- Electronic files can be provided to clients quickly, enhancing client responsiveness
- Allows concurrent user access to a single document
- Increased confidence in archive/retrieval system reliability

Profile

NWQ Investment Management Company, LLC was founded and began managing assets in 1982, at which time their original legal entity was registered. NWQ utilizes a value-oriented style in managing international and domestic (large, small-mid, small and all-cap) portfolios. Their clients include financial institutions, foundations, endowments, public entities, corporate and multi-employer plans, as well as high net-worth individuals. As of December 31, 2004, NWQ managed approximately \$30 billion in assets, with clients nationwide. This company is an SEC registered investment advisor under the Investment Advisers Act of 1940.



“We started searching for a scanning solution when the sole requirement was to bring business documents into our CRM application. Since then, due to growth of the company and new systems, the requirements have been expanded to accommodate more applications and future workflow improvements. We found that AutoStore scales effortlessly as our business grows and the business requirements change.”

Hazael Meza
Vice President of Information Technology, NWQ

Challenge.

Ranked as one of Nelson’s “Top 20” Money Managers of 2003, NWQ maintains hundreds of thousands of documents each year. These documents include key legal documents, client monthly and quarterly reports, faxed inquiries, historical hardcopy documents and client correspondence. Previously, NWQ maintained hardcopy files of key documents in multi-sectioned folders within their company filing cabinet. Whenever someone needed to reference or file a document, an employee would have to walk to the file room, file the document or attempt to locate the document they were retrieving. The problem they were facing was that not only was NWQ making each individual go to the filing area physically to obtain and file the documents, but only one person was able to access these documents at a time.

In addition to the tasking job of physical filing, there was a high risk for human error involved when trying to file a new document or return a document to the original location. This made the document filing and retrieving process very time consuming, while also leaving room for human error. NWQ decided to implement a solution that would be able to:

- Utilize existing multifunction devices (MFDs) within the organization.

- Archive documents based on a simple to use, single-button touch.
- Distribute electronic copies of documents to clients.
- Answer client inquiries in real time while the client is on the phone.

Solution.

Looking for an easy to use, scanning capture solution, NWQ decided to utilize their existing MFDs as capture sources and AutoStore as the server-based workflow capture software. Using AutoStore, the administrator at NWQ was able to create a workflow that consisted of:

- Scanning content from their multiple MFDs to AutoStore.
- Converting the documents into a PDF as a standard, unadulterated file.
- Saving the documents into a folder on the network; later, they were saved into client folders within their CRM system.

Using the new programmed solution, an NWQ employee walks up to the MFD and scans an important document. AutoStore picks up the document, creates a PDF file and then sends the document to a folder on their network. Not only does this solution allow for easy filing capabilities and simple retrieval, but it also saves a tremendous amount of time for the employee that is filing and retrieving documents.

Results.

- Decreased document retrieval speed: from approximately 10 minutes to only seconds
- Electronic files can be provided to clients quickly, enhancing client responsiveness
- Allows concurrent user access to a single document
- Creating an electronic document is simple
- Increased confidence in archive/retrieval system reliability
- Immediate access to information

To learn more about Nuance Document Imaging Solutions, please call 1-800-327-0183 or visit nuance.com

About Nuance Communications, Inc.

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.