

Lexmark Introduces Smart Document Capture for Banking

Solution automates the capture of documents at the branch, improving customer service, accuracy and compliance

Lexmark International, Inc., a global imaging solutions leader, today announced the availability of Lexmark Smart Document Capture for Banking, a solution platform that streamlines paper-based processes within the branch, helping banks improve customer service, accuracy and compliance.

Lexmark Smart Document Capture for Banking allows bank branch associates to automate document processing directly from the Lexmark smart multifunction printer (MFP), so customers can easily and quickly open new accounts, get a loan approved, apply for a mortgage, and more-- including staying informed throughout the process.

"These types of processes can keep customers waiting for days as their paperwork undergoes manual entry, review and validation," said Larry Early, Lexmark industry director, financial services. "This wait time, perceived as poor service, gives customers an opportunity to take their business elsewhere."

"Banks are under tremendous pressure to revolutionize the customer experience and provide digital, efficient and compliant interactions. Automating manual, paper-based processes is a significant step toward this 'branch of the future' transformation," Early said.

Lexmark Smart Document Capture for Banking leverages a Lexmark MFP in the branch to add intelligence to the process as documents are collected from the customer.

- **Document processing technology** is leveraged at the MFP touch screen interface to ensure all required information and documentation is in place.
- **Automated notifications and alerts** keep customers and employees in the know, alerting both when additional documentation or information is needed.
- **Direct integration** with most bank software platforms and back-end systems leverages the bank's existing infrastructure while enabling an omnichannel customer experience.
- **Digital audit trails** are available to demonstrate compliance with bank requirements and regulations.

"Our banking customers are focused on transforming the branch experience to meet heightened customer expectations, and Lexmark is helping them do just that," said Allen Waugerman, Lexmark senior vice president and chief technology officer. "Lexmark Smart Document Capture for Banking is the latest addition to our banking solution offerings that are designed to automate paper-based processes so banks can achieve better customer service, more efficient back-office operations and improved compliance."

The Lexmark Smart Document Capture for Banking is a custom solution available via Lexmark authorized resellers or directly from [Lexmark](#).

Supporting Resources

Learn more about [Lexmark Smart Document Capture for Banking](#).

Find out how Lexmark [Banking Solutions](#) can transform your operations.

Watch this video to see how [Associated Bank](#) benefits from Lexmark capture solutions.

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About Lexmark

Lexmark creates innovative imaging solutions and technologies that help customers worldwide print, secure

and manage information with ease, efficiency and unmatched value. Open the possibilities at [Lexmark.com](https://lexmark.com).

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