

A Lindenhouse Case Study

Man Financial



ManGroup plc

The client

A globally recognised broker in the Futures & Options markets and as a result of recent acquisitions a leading broker in the European CFD market. Man Financial is the name adopted by the various international companies and affiliates which make up the brokerage operations of Man Group plc. The division provides agency broking and other related services to a worldwide client base, which ranges from banks, 'CTAs', 'Hedge Funds' and major industrial groups to individual private clients.

With offices in London, Paris, New York, Chicago, Kansas City, Singapore, Taiwan, Sydney and Brisbane, Man Financial holds memberships on major securities and futures exchanges worldwide.

The challenge

Establishing a secure and efficient tracking system for all client files. As financial services companies seek to enter new markets, gain or retain share in traditional markets and bring innovative products to a growing audience of sophisticated consumer's, electronic document management has become increasingly important since it is able to provide that key operational and strategic advantage.

At Man Financial an individual client file would typically contain 60 pages of A4 paper and delays were often caused by the processing and movement of prospective client files between different departments and sites during the course every day in order to obtain the required approvals prior to opening. Furthermore users required access to the thousands of already processed client files that were scanned and stored on site.

"Once our Management had made the commitment to locate the Documentation Department away from our main office in London to Kent our biggest challenge was to find an effective system to hold scanned data and process prospective client files for management approval in an electronic format. We found plenty of people that could provide tailored services but this would not have given us the flexibility we needed in the event that our procedures or regulatory requirements changed or new areas business came on board"

Sharon Webb Documentation Manager, Man Financial

Establishing an efficient and secure tracking system for client files at any stage in their processing was a major challenge for Man Financial as they sought a tailored and flexible solution for their documentation purposes. Man Financial turned to a complete EDM and Workflow Solution for all their documentation purposes provided by Invu.

"Invu offered us a complete package that we could then tailor in house to meet to our needs. It is now fully implemented in both Documentation and Accounts areas. Each area has very differing requirements but Invu has been tailored in house without the need for extra expense, training or implementation time"

Sharon Webb Documentation Manager, Man Financial

The benefits

Real-time Access to Client Files

Client files are passed through an intelligent electronic routing process across different sites allowing staff at Man Financial real time access to a customer's details the minute they are scanned into the Invu system. The Invu EDM solution has allowed staff the ability to deal with customer enquiries more efficiently and effectively.

Electronic sign-offs ensure an audit log and event history is kept of every document that enters into Invu and the appropriate security and revision control ensure the integrity of all new documents that come into the system.

"..our greatest achievement has been the additional security the system offers us. We no longer spend many a happy hour hunting down files. Departments requiring instant access to files post sign off can achieve their goals in a matter of minutes. As we move forward we anticipate greater integration of Invu with our systems offering a more complete service to all areas of the business"

Sharon Webb Documentation Manager, Man Financial

Man Financial have over 60 users of Invu Professional Series 250. 1800 pages of A4 paper are scanned and processed everyday, the equivalent of opening 30 new accounts. Invu is being used for all documentation sign-off purposes.

About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is focused on document management solution provision and develops bespoke software to provide integration to all insurance and financial services back-office systems and to practice management systems in both the Accountancy and Legal sectors. Lindenhouse have installed 1700 document management systems to date and are rightly proud that it retains 95% of its support contracts – a testimony to the dedication and professionalism of the company's technical staff and help desk.

For more information, please contact Mark Woolley at Lindenhouse.

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