

FINANCE INDUSTRY AN eCABINET SUCCESS STORY

Bank of America Leasing and Capital Group

HIGHLIGHTS

Company

Bank of America
Leasing and Capital Group

Company Profile

A financial products and services provider serving 48 states, the District of Columbia, and 38 countries worldwide

Industry

Finance

Key Business Challenges

- Need to share documents across remote locations
- Requirement to archive documents

Key Business Solutions

- Establishment of a remote file-sharing system
- Development of an archiving system for faxes and emails

Applications

- File Sharing
- Document Archiving

Installation Overview

- RSV eCabinet

Benefits

- Immediate availability of files
- Easy sharing of documents
- Quick backup of data

"eCabinet is a great way to share files. We have people in different locations who trade and review information, and they are happy using eCabinet. Even though they are not on our network, they can still share documents with people within leasing."

*Moe Short, VP, IT Manager,
Bank of America Leasing and Capital Group*

Approximately 143,000 Bank of America associates provide financial products, services, ideas, and solutions to customers and clients in 48 states, the District of Columbia, and 38 countries around the world. Bank of America operates 4,500 banking centers and 12,866 ATMs. Headquartered in Charlotte, North Carolina, Bank of America has \$642 billion in total assets, including loans and leases totaling \$392 billion at year-end 2000. Bank of America Leasing and Capital Group is a leasing division of Bank of America that leases everything, from ships and buildings to equipment and airplanes, to its customers.

Bank of America Leasing and Capital Group has 400-450 associates working worldwide. Moe Short, VP, IT Manager states, "We have people spread out over various locations in the United States. We needed them to be able to share files without actually being on the network."



Another business challenge was archiving documents, emails, and faxes to one central location. Bank of America already had network servers in place, but wanted to free up space on those servers. They already had an internal system for sharing files in place. "But it wasn't user friendly. It wasn't a system you could look at and immediately start using," remarks Short. The Leasing and Capital Group first heard of the eCabinet™ product from television

commercials and realized it was a product they could use. They called Ricoh Silicon Valley, Inc. sales department immediately.

As the Leasing and Capital Group discovered, eCabinet is an appliance-based file management system that allows easy capture, storage, and retrieval of office documents directly from a Web

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browser. Designed for enterprise workgroups and other document-intensive businesses like financial institutions, eCabinet automatically saves, digitally files, and instantly retrieves important office documents like emails, faxes, photocopies, scans, printouts, and Web content. It complements traditional servers by allowing businesses to organize, store and share documents in a central location, freeing space on their network servers. Documents are preserved in their original format. Confidentiality is preserved through password protection. Sharing of documents occurs on demand.

The PC Capture software, which is included with eCabinet, can be configured to forward copies of documents from servers to the eCabinet. PC Capture is an archiving tool that is powerful, yet easy to use, and flexible while still remaining a focused solution that meets the demands of a daily backup for an office environment. Once stored into eCabinet, documents are secure and available to designated users and groups for viewing or editing.

PC Capture can be used to:

- Automatically capture modified documents on a schedule from a designated capture folder.
- Ensure document security by designating users and group read/write privileges.
- Capture documents instantly via the “one-click” method.
- Capture email, Microsoft Word, Excel, PDF files, or up to 200 other document formats.
- Create a shared documents directory for workgroups so that saved documents can be viewed remotely.

One of the best features discovered by the Leasing and Capital Group is eCabinet’s simplicity. Anyone can learn to use eCabinet quickly.



“eCabinet is a great way to share files. We have people in different locations who trade and review information, and they are happy using eCabinet. Even though they are not on our network, they can still share documents with people within leasing,” says Short.

“We like the eCabinet because of its ease of use. It accommodates the range of computer skill our users have. It is very user friendly. It can save all different file

types, such as Word, Excel, Powerpoint, JPEG, TIFF, etc. And the cost was really reasonable,” continues Short.

During installation for Bank of America, a folder was set up on the Leasing and Capital Group’s network server specifically for documents to be saved to the eCabinet. The eCabinet’s PC Capture software was configured to save copies of these documents from their server to the eCabinet on a regular predetermined capture schedule.

PC Capture is an easy-to-use software package that can be quickly installed and configured by an end user. It can handle and route files to eCabinet for safe storage and retrieval. PC Capture features include:

- It allows the user to select a default document information like summaries and keyword notes, and capture preferences.
- Flexible capture options, such as manual or automatic capture, adapt to the way you work. Capture frequency can be set in hours, days, or months so documents are captured without interruption.
- Email notifications can be sent to users and groups, notifying them that a new document has been saved or an old document has been modified.

“It is working out great. We currently have about 1,400 documents in the eCabinet and about 150 people accessing those documents,” notes Short.

“The benefits to our group have been noticeable. We are sharing leasing agreements, legal documents, and contracts with people in remote locations. We have people making deals out in the field. They were using email prior to having the eCabinet. They can now go to the Website and retrieve documents themselves instead of waiting

for someone to email them the information. They have immediate access,” Short continues. “The archiving is also great. JPEG files were moved off the network and backed up to the eCabinet.”

The eCabinet has worked so well, that future plans at Bank of America Leasing and Capital Group may involve

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purchasing subsequent eCabinets for other locations, thereby increasing effectiveness even further.

Bank of America Leasing and Capital Group’s journey to easier document sharing is well under way thanks to the eCabinet. Our customers continue to reap the benefits as Ricoh Silicon Valley forges the way of the digital office by creating advanced appliance-based file management solutions.



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About Ricoh Silicon Valley, Inc.

Ricoh Silicon Valley, Inc. is a wholly owned subsidiary company of Ricoh's research and venture capital group, Ricoh Innovations, Inc. (RII). RII's parent company is Ricoh Company, Ltd., Japan, a \$14 billion global leader in digital office products, with 67,000 employees worldwide. Ricoh Silicon Valley, Inc. takes maximum advantage of the combined strengths of office networks, Internet browsers, and thin server hardware and software technology. Designed specifically for the needs of small-to-medium sized companies and corporate workgroups, RSV's appliance-based file management systems offer efficient, easy-to-use, and affordable solutions for today's information management needs. RSV's flagship product *eCabinet*, recipient of *Imaging & Document Solutions Magazine's* Product of the Year 2000 Award, allows easy capture and storage of office documents, and retrieval directly from a Web browser. For more information about Ricoh Silicon Valley or the award-winning *eCabinet*, please visit <http://www.rsv.ricoh.com>.

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