

opentext™

Success story

**China CITIC Bank
International Limited**

Industry

- Financial Services

Solutions

- OpenText™ InfoArchive
- OpenText™ Brava!™

Services

- OpenText Professional Services

Partner Support

- Automated Systems (H.K.) Limited (ASL)

Results



Increased efficiency through digital transformation



Strengthened data security and operational efficiency



Built-in compliance and fully auditable chain of custody



Improved customer service with secure, anytime anyplace access to records



China CITIC Bank International digitally transforms report archiving and compliance process

Hong Kong-based full-service commercial bank chooses OpenText™ InfoArchive for efficiency, cost savings and compliance gains

"We have numerous compliance requirements, such as retention, data encryption and timestamping across multiple application systems. Having OpenText InfoArchive helps us to tackle all these issues in one single platform."

Michael Leung
Chief information and Operations Officer
China CITIC Bank International Limited

China CITIC Bank International Limited (CNCBI), a subsidiary of China CITIC Bank Corporation (CNCB), offers a broad spectrum of financial services for institutional and personal customers. CNCBI has 34 branches in Hong Kong and overseas branches in New York, Los Angeles, Macau and Singapore.

CNCBI is an award-winning bank known for its early adoption of technology to innovate and streamline processes to improve customer service in what is a heavily regulated and competitive industry.

One example was the bank's decision to implement OpenText InfoArchive, an enterprise archiving platform, to centralize all computer-generated reports and statements in a compliant data repository. This approach ensures content is available in one place to strengthen security control, improve operational efficiency and provide CNCBI employees with easy search and retrieval, enhancing the customer experience. InfoArchive's built-in compliance functionality and auditable chain-of-custody are critical requirements for CNCBI.

"We have numerous compliance requirements, such as retention, data encryption and timestamping across multiple application systems. Having OpenText InfoArchive helps us to tackle all these issues in one single platform," said Michael Leung, chief information and operations officer, China CITIC Bank International.

The bank worked closely with OpenText Professional Services and OpenText partner, Automated Systems (H.K.) Limited (ASL), a trustworthy and professional global IT solutions and services partner, to define the project and implement the InfoArchive platform.

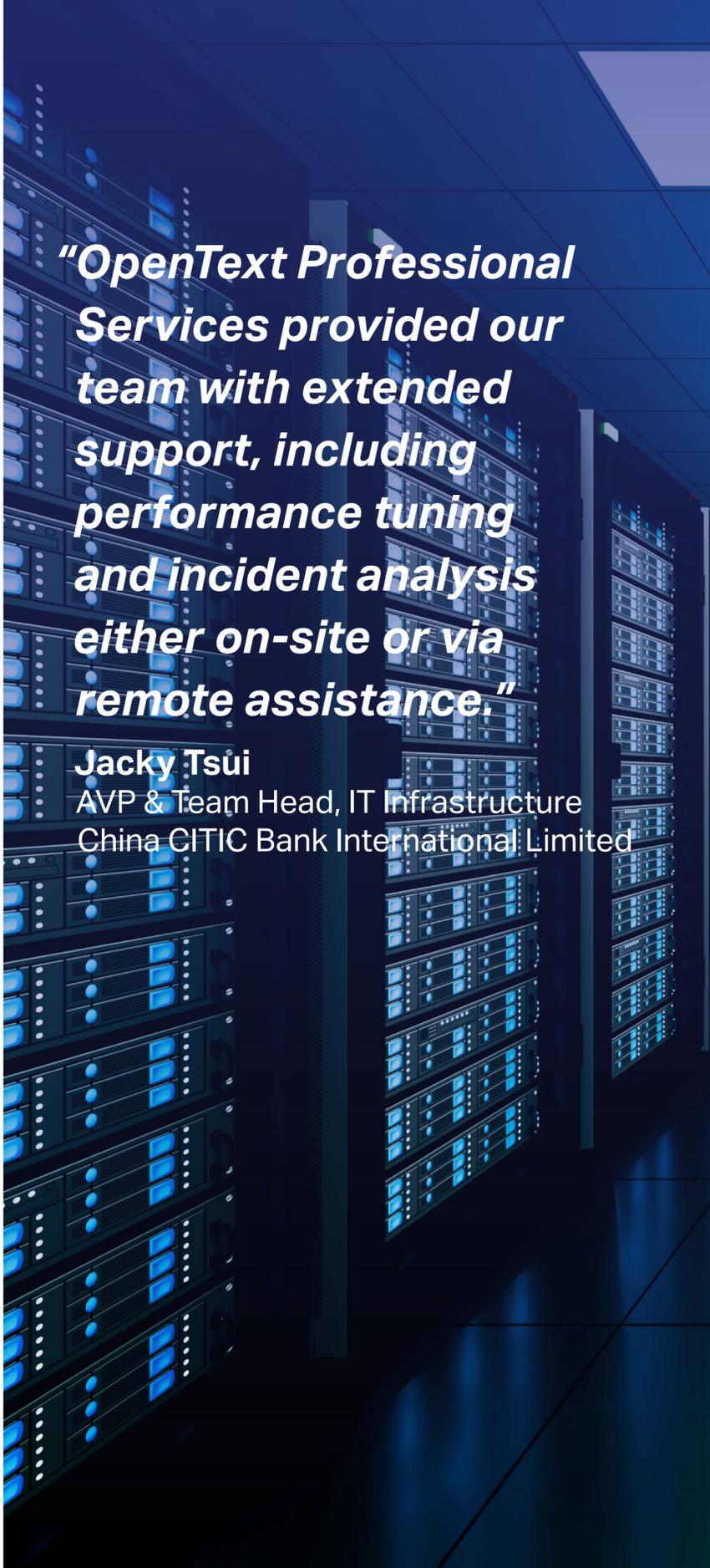
CNCBI business units need to access the reports and statements as and when needed, with different levels of access by personnel at various branches. The OpenText team configured customized user interfaces for CNCBI's different departments for the best user experience.

"We have several data sources ingested into our InfoArchive system at this time, for example, securities system, mobile banking, payment system, loan system and branch critical reports," said Jacky Tsui, AVP & Team Head, IT Infrastructure, China CITIC Bank International. ***"In our current capacity, 2,000 files are ingested into the system every day and we have already stored over 400,000 files in InfoArchive."***

Branch and operation team employees can search and retrieve the archived reports via the InfoArchive User Interface (UI) or using OpenText™ Brava!™, for secure viewing and collaboration. It enables employees to view the content they need and collaborate with co-workers, all within the business rules for compliance and security.

InfoArchive is an ideal solution for managing or referencing information, as it allows CNCBI to preserve records in an immutable format while still providing immediate viewing access to various departments, including customer service staff.

The InfoArchive system design also saves storage space and creates more speed and performance efficiency by removing static data from production systems onto a secure, accessible, single-source archive.



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Jacky Tsui
AVP & Team Head, IT Infrastructure
China CITIC Bank International Limited



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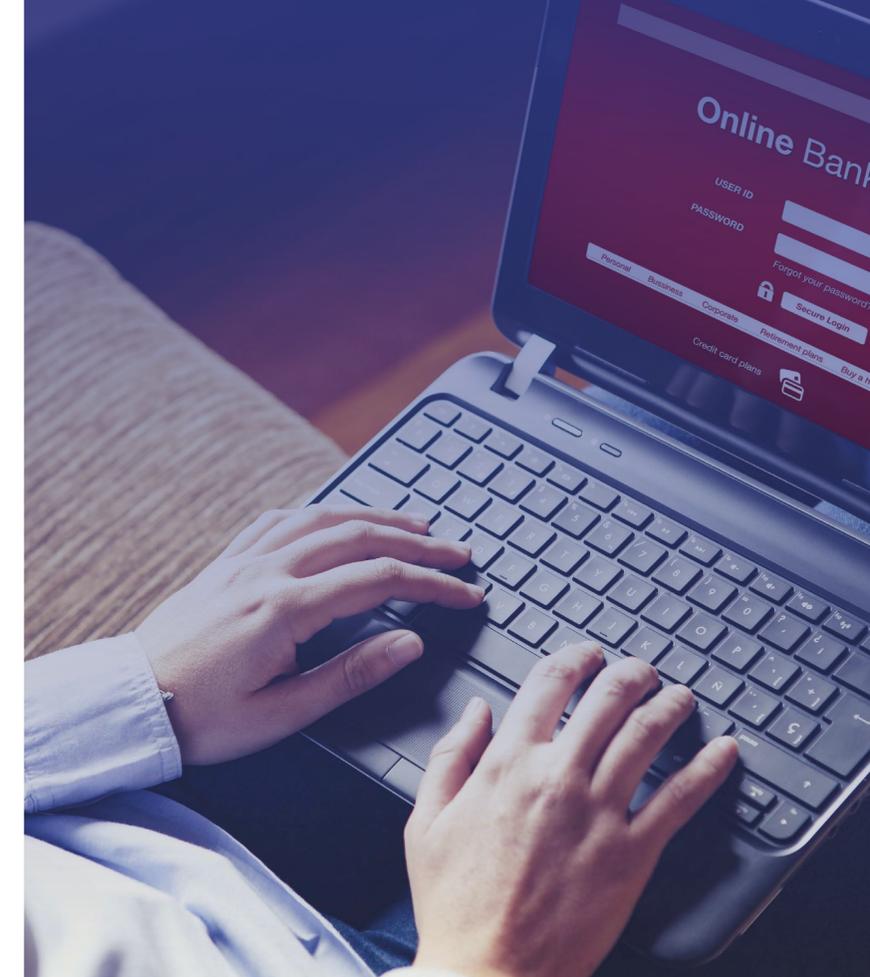
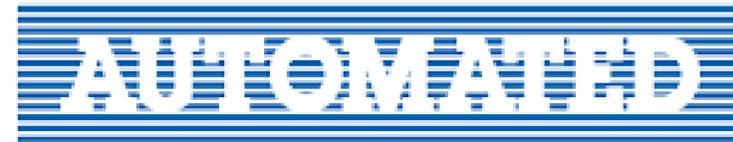
“OpenText Professional Services provided our team with extended support, including performance tuning and incident analysis either on-site or via remote assistance.” said Tsui. “We have been pleased to work with OpenText and ASL on this project.”

InfoArchive has transformed what was a paper-intensive and time-consuming process to give CNCBI employees digital access to reports and statements, wherever they may be located across the bank’s vast branch network. This, in turn, improves customer service.

About Automated Systems (H.K.) Limited (ASL)

Headquartered in Hong Kong, Automated Systems (H.K.) Limited (ASL) is recognized as a trustworthy and professional global IT partner for organizations of all sizes and across all industries. ASL offers its customers a wide range of innovative, industry-specific and one-stop IT solutions and services tailored to their specific business needs.

www.asl.com.hk



About OpenText

OpenText, The Information Company™, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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