



HOTdocs

BANKING AND DOCUMENT AUTOMATION

HOTDOCS.COM



ABOUT HOTDOCS AND ABACUSNEXT

HotDocs pioneered document automation technology more than 30 years ago and is now the global market leader. We've spent decades fine-tuning our technology and today provide solutions to many international banks throughout the globe.

The company was acquired in 2017 by AbacusNext, the largest Technology-as-a-Service (TaaS) provider for professional services, creating the most compelling products and services portfolio in the industry.

AbacusNext is headquartered in San Diego, CA with offices and data centres located in the UK and Canada.



WHAT IS DOCUMENT AUTOMATION?

In the simplest terms, document automation (also known as document assembly) is technology that enables the transformation of frequently used documents or forms into dynamic templates. These templates can then be used to easily generate documents via intuitive and responsive interviews.

Create operational efficiencies and control your documents by removing manual processes including cutting and pasting, finding and replacing, and lengthy review processes.

HOW CAN WE IMPROVE THE PRODUCTION OF LENDING OPERATIONS?

Incorporating our leading document automation solutions within lending operations gives banks greater controls over their document production and template approval processes. Automating the assembly of lending documentation makes it possible to:



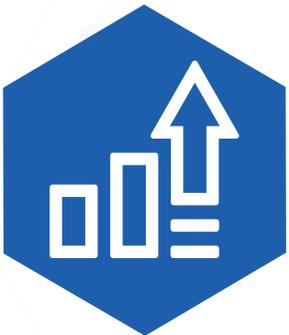
ENHANCE COMPLIANCE

- ❖ Adhere to approved business rules set by internal or industry authorities
- ❖ Enable template version control to ensure all users or systems that produce documents use the latest, most compliant version of your document template
- ❖ Promotes standardization ensuring that all assembled documents comply with internal brand guidelines



INCREASE EFFICIENCY & IMPROVE CUSTOMER SERVICE

- ❖ Improve productivity by speeding up the document creation process by automating repetitive work
- ❖ Improve efficiency by reducing time spent by staff manually creating first drafts of standard lending documents
- ❖ Ensure faster turnaround times for approvals and document packages
- ❖ Integrate with loan origination systems to streamline workflows



MITIGATE RISK, INCREASE QUALITY & REDUCE COSTS

- ❖ Eliminate human errors that can creep into manual processes while reducing wasted time and associated costs
- ❖ Protect against legal issues stemming from inaccurate, non-compliant content
- ❖ Ensure global standardization by centralising all aspects of template creation
- ❖ Improve document quality

TYPES OF DOCUMENTS

HotDocs is ideal for all aspects of financial institutions including commercial banking, retail banking, wealth management, private banking, and investment banking. With HotDocs, financial organizations can automate many types of documents and agreements including:



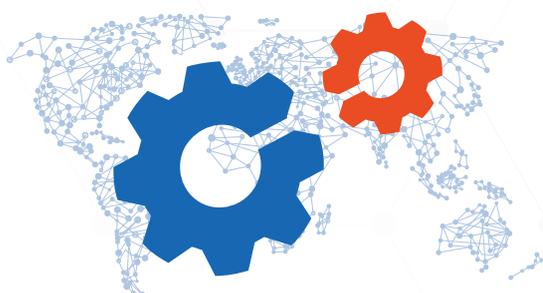
DEPLOYING HOTDOCS

HotDocs is highly scalable technology and once automated, banking templates can be deployed in a variety of ways.

Templates can be utilised by local staff or deployed on a global scale making it possible to distribute templates throughout multiple countries and banking divisions. HotDocs allows for simple administrative management of templates, permissions, user groups, integrations, version control, and file management.

HotDocs can be integrated with enterprise-class systems including:

- Loan origination systems (LOS)
- Credit systems
- Data stores
- Document management systems (DMS)
- Customer relationship management (CRM)
- E-signature services
- Workflow / Business process management (BPM)
- Secure online portals
- Systems of record (SOR and IRS)
- Enterprise content management (ECM)



HOW HOTDOCS HAS HELPED CURRENT USERS

HotDocs is proven technology used by many of the worlds leading banks including four of the top five US banks and several of the largest global international banks. These financial institutions use HotDocs daily to generate lending packages, credit documentation, localized multi-language agreements, and more. HotDocs is powerful enough to meet the needs of any bank – regardless of size.

Reduced the lending process from weeks to a few hours

Eliminates all document errors

Time savings as high as 90%

Reduced document production time from 2-3 days to a matter of minutes

CASE STUDY



ROYAL BANK OF SCOTLAND

Background

The Royal Bank of Scotland is a wholly owned subsidiary of RBS Group, a large international banking and financial services company founded in 1727. From its headquarters in Edinburgh, the Group serves over 30 million customers in the United Kingdom, Europe, the Middle East, the Americas, and Asia. RBS has more than 140,000 employees and nearly £30 billion in revenue.

Business Challenges

Each year, staff within the bank's Corporate Credit Department (CCD) produce more than 350,000 security and loan documents. Looking to improve processes, the CCD decided to integrate HotDocs forms generation software with their PCDocs document management system.

The HotDocs Solution

HotDocs provides a powerful tool to generate documents using intelligent templates based on logical question and answer dialogues. Integration with the bank's existing document management system streamlined the data collection process for clients and dramatically cut down the time required to produce

the complex credit documentation, which consisted of hundreds of pages and many sub documents, required by RBS. HotDocs significantly improved the document generation and management process within the Corporate Credit Department.

The Outcome

HotDocs vastly improved the processing of hundreds of thousands of documents, transforming a previously manual workflow into a fast, flexible, and efficient method using an easily maintained system, saving the bank countless work hours and dramatically reducing costs.

Quote

"We're processing in excess of 350,000 security and loan documents every year. HotDocs makes the process fast, flexible and efficient, providing us with a readily maintained system." - Head of Credit Documentation, RBS

HOTDOCS AUTHOR

HotDocs Author is our latest product that gives you the ability to transform documents into powerful templates. HotDocs templates save time, money and yield better quality documents than the outdated cut-and-paste/search-and-replace methods.

For text-based documents, HotDocs Author works inside your word processor. HotDocs Author utilises an easy to use select-and-click approach to inserting variables and embedding business logic into logic documents.



HOTDOCS ADVANCE

HotDocs Advance is an enterprise-grade, browser-based document automation solution that makes it easier than ever to implement HotDocs, regardless of an organization's size. HotDocs Advance can be deployed on Cloud, Abacus Private Cloud, or On-Premise.



HOTDOCS ADVANCE FEATURES

END-USER EXPERIENCE

Browser-based template interviews

Supports document generation on a variety of devices (PC, tablets).

Work items

End-users can more efficiently manage completed documents and answer files associated with each of their clients.

Full API suite

Enhanced APIs provide increased options for viewing, creating, and editing work items, documents, and data.

High performance

Users can expect only the best performance with the platform optimizations.

ADMINISTRATIVE EXPERIENCE

Administrative tools

Powerful tools for administering IT, integrations, users, publishing, templates, and file management.

Cloud, On-Premise and Abacus Private Cloud solutions

Flexible options enable browser-based document generation both online and offline.

Integrations

Robust, secure, Service Oriented Architecture and industry-standard APIs enable simplified integrations with business applications such as BPM, CRM, DMS, ECM, database, and e-signature technologies.

Template and file management

APIs support enhanced management of templates, work items, answer data, document generation, and completed documents. File repository available in cloud, Abacus Private Cloud, or on-premise.

Seamless integration between Author and Advance

Identical behaviour, functionality, and support for both desktop and browser-based interviews.

User management

Ability to efficiently manage end-users, groups, and permissions via built in user system and Active Directory.

Multi-tenant support

Easily deploy HotDocs via multi-tenanted solutions or partner infrastructure.

Scalability

Flexible, proven, and scalable architecture that meets the needs of any organization – regardless of size.

TEMPLATE AUTHORIZING EXPERIENCE

Simple, intuitive template creation

New authoring interface design makes it easier to handle even the most complex documents or document packages. Editing tools are easier to discover and learn. Field editor wizard guides template designers through each step of the authoring process.

Collaborative template development

Multiple template authors can easily coordinate their template design efforts.

Automatic error alerts

Template and scripting error alerts are displayed immediately during the template creation process to help authors identify mistakes prior to testing or publishing.

Powerful, local test assembly

Template functionality testing is available without the need for server upload or internet connectivity. Local tests conducted by the template author utilise the same interview code as those assembly sessions conducted in Advance. PDF post-assembly tests operate in a similar fashion. This functionality provides for more accurate interview testing.

Condensed field view

Hide HotDocs field text in Microsoft Word templates for a simplified template overview.

File conflict analysis

Files in the template library are continuously analysed in the background during template development to help identify conflicts between templates and files.

Simplified publishing and performance

The streamlined uploading and publishing process required to package a template is done automatically in the background providing for a faster publishing process. HotDocs Author is used to directly upload and manage published templates in Advance.

Increased language support

Documents and interviews support nearly any language or localisation requirement.



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