



# Revolutionizing Content Services in Regulated Industries



## Digital Transformation Challenges

As the pace of digital evolution accelerates, the complexities of digital transformation grow more challenging. The reliance on outdated on-premises solutions for content management is no longer sustainable. Yet, legacy systems persist across large enterprises, anchoring a significant portion of their business operations and accruing substantial technical debt.

This debt increases operating costs, reduces organizational agility, and leads to widespread inefficiencies.

## **The Need for a Strategic Partner**

Enterprises under stringent regulatory oversight and managing vast volumes of data encounter challenges such as intensifying regulatory demands, emerging skill shortages, and rigorous privacy regulations, all while needing to minimize costs. Partnering with a comprehensive content services provider can offer significant benefits in addressing these challenges.

## **Viewpointe's Solution**

This is exactly where Viewpointe makes an impact, transforming the traditionally complex landscape of content management into a streamlined process of capturing, managing, and retaining mission critical organizational content. Our team of expert content management professionals act as a natural extension of our customers' IT departments.

Our digital content solutions facilitate secure and efficient business integration, adeptly meeting our customers' dynamic needs. This strategic approach positions them to navigate the digital future with increased resilience, agility, and a competitive edge.

## **Our Identity and Services**

Founded in the early 2000s by top-tier financial institutions, including Bank of America, JPMorgan Chase, Truist, U.S. Bank, Wells Fargo, and IBM, Viewpointe emerged with a distinct mission tailored for the needs of highly regulated sectors. Designed to revolutionize the way financial institutions manage their content, Viewpointe set out to facilitate the digital exchange and archiving of payment documents, such as checks—effectively pioneering the transition towards digital banking.

Today, our expertise extends to managing billions of documents across some of the most prominent financial institutions in the United States. Viewpointe's dedication to innovation and reliability has not gone unnoticed, as shown by our consistent recognition for 18 years on the prestigious IDC FinTech 100 list. This accolade reaffirms Viewpointe's status as an industry leader, trusted for our commitment to excellence and ability to deliver innovative content archive services in an ever-evolving digital landscape.

## Who We Serve

We support large enterprises operating in complex, high-volume environments that aim to modernize their content and data platforms to achieve reduced operating costs, enhanced agility, and improved efficiency. For decades, we have served some of the world's largest financial institutions, supporting the management of over 100 billion documents and the exchange and settlement of \$5+ trillion in payments annually. We also specialize in secure, compliant storage solutions and manage critical data and documents for top-tier, highly regulated insurance companies.

## Our Team

Viewpointe has over two decades of experience delivering content services solutions to the financial services industry. Our team of experts includes content solution engineers, application support, system administrators, and content services subject matter experts, all dedicated to your account. We use a hardened and proven service management process to support and report service-level attainment and objectives.

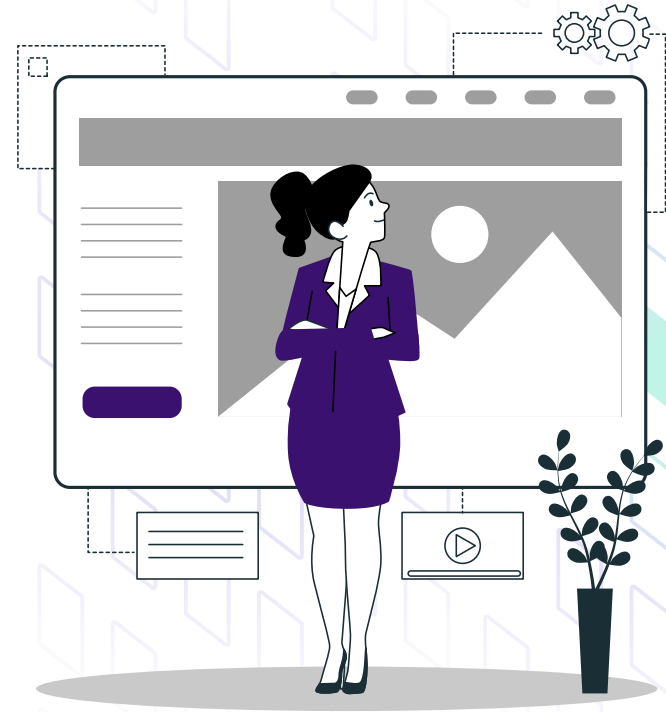
Viewpointe's full-stack IT operations and all associated processes are an extension of our customers' teams, 24 hours a day, 7 days a week, 365 days a year. We manage their content, allowing them to focus on what is most important—their customers.



## Our Technology

Viewpointe's content services solution is designed to be integrated into complex, highly regulated customer environments where extreme volume, rigid security, and robust resiliency are vital requirements.

Our solution targets the replacement of legacy enterprise content management (ECM) platforms, including historically mainframe-based systems, to enable the consolidation of those platforms into one solution that manages all content types. Our technology platform has ingrained security and compliance at every layer and is audited annually by the FFIEC.



## **Our Commitment**

At Viewpointe, our commitment extends beyond just managing data; we are dedicated to enhancing efficiency, security, and innovation in financial institutions' operations.

Our fully managed content services are designed to empower our customers, paving the way for a more streamlined and digital future in financial services.





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