CASE STUDY

Abrigo Integrates PrizmDoc Viewer into Sageworks Lending and Credit Risk Solutions

Processing paper and doing it securely is a daily task in the financial industry, whether it involves a bank collaborating on documents between departments or a credit union receiving confidential information from its members. However, many organizations lack a central, digital location to view and collaborate on all types of files securely. Abrigo was founded in 2019, merging four financial technology companies into one, in an effort to provide a holistic fintech solution to streamline processes, manage risk, and drive growth for its clients.

Abrigo empowers community financial institutions to harness the power of automation in an array of enterprise risk management areas including anti-money laundering, asset/liability management, portfolio risk, lending, and more. Sageworks is Abrigo's lending and portfolio risk platform that enables financial institutions to streamline its loan origination, analysis, and portfolio review process.

Overview:

Bringing the four companies together and expanding its reach to new customers highlighted the need to make it easier for financial institutions to view documents securely. Under the existing system, there wasn't an easy way to streamline processes and allow users to view documents without requiring them to download and open a third party application.

"Our primary customers are community financial institutions. There are a lot of banks that have connectivity issues, and that can cause a problem," said Chuck Dibilio, Product Manager at Abrigo. "We discovered that downloading large documents was a huge pain point for them, and also posed a security risk."

Abrigo needed a viewing solution they could integrate into their existing application to save users time and frustration while ensuring sensitive information was protected from unwanted parties.

Challenges:

Before integrating Accusoft's PrizmDoc™ Viewer into Sageworks, Abrigo knew that streamlining processes would require change. What they didn't realize was that document viewing and collaboration were an integral part of that need.

As research continued, Abrigo discovered the term HTML5 viewer. "We didn't really know what to search for," said Katherine Cobert, Sr. Product Manager at Abrigo. "We knew we wanted an in-browser viewer, but we didn't really know where to start. The first time we came across Accusoft was on Doc Exchange in a web forum. We learned exactly what we were looking for was an HTML5 document viewer."

While solving for the viewing and document loading issues, Abrigo also recognized that users would need other functionality to make processes more seamless. Some of these use cases included searching for data in large documents, making annotations on files, redacting personally identifiable information (PII), and combining different file types into one consolidated PDF.

"There are so many data points that our users need quick access to," says Cobert. "They need a way to not only view documents, but search within them to find the right data quickly. Some of the documents are even scanned in with handwritten notes, so the intelligent character recognition is an added benefit."

Results:

Since integrating PrizmDoc Viewer into Sageworks, Abrigo has been thrilled with the customer service. "I absolutely love the Accusoft portal and being able to have instant access to tech support," says Dibilio. "Whether it was in the planning phase where I needed to start planning development or being knee deep into the integration, our engineers are able to have a direct line to the Accusoft technical support team, which has been very beneficial for our staff."

One of the biggest reasons Abrigo chose PrizmDoc Viewer is due to the UI. "One of the things that popped out from PrizmDoc Viewer is that our UIs mesh really well with the platform," states Cobert. "Secondly, after discussing pricing, we found it was affordable and provided a variety of features and functionalities that we might need in the future."

Instead of building an HTML5 viewer on their own, Abrigo recognized that open source solutions don't have valuable options for Office documents, which is a large portion of the files their users need to view.

"We wanted to provide easy access to all documents for our users," reported Dibilio. "Instead of going to a browser, downloading a document, opening up a third party application, and then viewing it, we're saving our users clicks by putting PrizmDoc Viewer into our application. It's adding convenience, and making our product a comprehensive solution for everything our users need to do."

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About Abrigo

Abrigo is a leading technology provider of compliance, credit risk, lending, and asset/liability management solutions that community financial institutions use to manage risk and drive growth. Our software automates key processes – from anti-money laundering to asset liability management to fraud detection to lending solutions – empowering our customers by addressing their Enterprise Risk Management needs. Visit abrigo.com to learn more. Follow Abrigo on social media using @WeAreAbrigo.

About Accusoft

Founded in 1991, Accusoft is a software development company specializing in content processing, conversion and automation solutions. From out-of-the-box and configurable applications to APIs built for developers, Accusoft software enables users to solve their most complex workflow challenges and gain insights from content in any format, on any device. Backed by 40 patents, the company's flagship products, including OnTask, PrizmDoc and ImageGear, are designed to improve productivity, provide actionable data, and deliver results that matter. The Accusoft team is dedicated to continuous innovation through customer-centric product development, new version release, and a passion for understanding industry trends that drive consumer demand. Visit us at www.accusoft.com.

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