



# Paper-Free and Productive

## Recombo Provides Paperless Contract Management, for More Efficient Results

**T**he days of paper-intensive business are reaching an end. Today, companies don't want to be wading through documents to find the one they're looking for, or to process reams of papers to finish a simple task. Instead, they'd like to consider the environment and reduce their waste, while trimming down the man hours involved in keeping up with the paper trail.

Recombo™ – based out of Vancouver, Canada, with offices in London, England – helps organizations streamline their

business processes and improve productivity. They can reduce their clients' operational costs – attributable to paper processes – by up to 75 percent, while helping to create a greener and less paper-intensive work environment.

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**Clients in Action:** Questrade and M&T Bank have both implemented Recombo's Agreement Express, with reporting through BIRT by Actuate. Keep reading to find out what they're doing and the results they've achieved.

Recombo's solution, Agreement Express, is a paperless contract management software platform. It can improve a company's operating margin within days, by replacing paper-intensive business processes. It's powerful, affordable and rapid to implement.

### Revolutionizing Contract Management

Built around a document management system, Agreement Express enables users to automate and efficiently manage contracts as they flow through each step of the contract approvals cycle, from contract creation, distribution, signing, error checking and monitoring – through to storing and retrieving. It's been designed with a robust set of built-in workflow automation features, and can automate any paper-based approval process for a variety of industries that require a number of forms to be completed and a range of internal and external signatories to sign and approve (for example, the insurance, wealth management and debt settlement industries). The solution's flexible integration engine enables contract data to be imported from a range of sources, and for data from completed contracts to be mapped into any internal or external back-office system, including CRM integration and website integration.

Two of the many clients that work with Recombo's Agreement Express are Questrade Inc. – Canada's fastest growing online brokerage – and M&T Bank, which has 750 branches throughout

New York, Pennsylvania, Maryland, New Jersey, Washington D.C., Virginia, West Virginia and Delaware.

Questrade provides Canadians with high-speed, direct-access trading in American and Canadian stock and options markets, as well as foreign exchange trading. Before implementing Agreement Express, the company had to wait for clients to download an application from their website, then print it, complete it, sign it and mail it. After waiting for it to arrive, staff at Questrade had to manually enter the information into their systems and then verify the signatures. It was a process that could take days – if not weeks – but had to be completed before clients began trading. In addition, the company had to keep up to date on multiple front-office systems and to remain compliant with anti-money laundering legislation.

Questrade realized that they were losing approximately 30 percent of potential clients during their initial process – individuals who never mailed in their applications once they were downloaded. They introduced Agreement Express and have since seen a marked difference: new account openings have more than doubled, while salary costs have been reduced by 50 percent. Accuracy and efficiency in compliance have also improved.

"Agreement Express has eliminated the inefficient process of having to sort through 100 applications per day, each 20

### Report by Publisher

ID	Subject	Policy	Status	Published	Last Modified	Signed By:		
						Client	Agent	D:H:M
122842	Auto Insurance Application		Published	July 22, 2010 8:07:08 AM MDT	July 22, 2010 8:07:08 AM MDT			132:3:19
122833	Application for Auto Insurance		In Process	July 22, 2010 7:57:09 AM MDT	July 22, 2010 8:56:56 AM MDT	2010-07-22 08:56:56		132:3:28
117990	BINDER DUDNRA1	DUDNRA1	Completed	July 9, 2010 2:47:12 PM MDT	July 13, 2010 3:10:06 PM MDT	2010-07-12 15:52:51	2010-07-13 15:10:06	4:0:22
117966	BINDER ROTHCA1	ROTHCA1	Completed	July 9, 2010 1:50:55 PM MDT	July 13, 2010 2:40:15 PM MDT	2010-07-09 14:15:07	2010-07-13 14:40:15	4:0:49
117933	BINDER DUDNRA1	DUDNRA1	Completed	July 9, 2010 11:55:35 AM MDT	July 14, 2010 2:48:53 PM MDT	2010-07-13 16:02:26	2010-07-14 14:48:53	5:2:53
117803	BINDER FAHIRO1	FAHIRO1	Completed	July 9, 2010 9:07:35 AM MDT	July 13, 2010 1:43:41 PM MDT	2010-07-09 09:28:50	2010-07-13 13:43:41	4:4:36
117521	BINDER FAHIRO1	FAHIRO1	Completed	July 8, 2010 3:05:17 PM MDT	July 13, 2010 1:46:26 PM MDT	2010-07-08 15:19:56	2010-07-13 13:46:26	4:22:41
117491	BINDER MUSCW11	MUSCW11	Completed	July 8, 2010 1:39:02 PM MDT	July 20, 2010 11:57:54 AM MDT	2010-07-16 19:44:58	2010-07-20 11:57:54	11:22:18
116719	BINDER SINCJE1	SINCJE1	Completed	July 7, 2010 1:23:48 PM MDT	July 8, 2010 7:11:58 AM MDT	2010-07-07 14:56:01	2010-07-08 07:11:58	0:17:48
116714	BINDER BARAVO1	BARAVO1	Completed	July 7, 2010 12:50:46 PM MDT	July 9, 2010 9:41:43 AM MDT	2010-07-09 09:32:50	2010-07-09 09:41:43	1:20:50
116695	BINDER AHMEMA4	AHMEMA4	Completed	July 7, 2010 11:24:19 AM MDT	July 7, 2010 12:56:02 PM MDT	2010-07-07 11:40:16	2010-07-07 12:56:02	0:1:31

[ Figure 1: A BIRT report within Agreement Express by Recombo. ]

### Open Agreements 10 - 19 days

Publisher	Agreement ID	Subject	Published	Status	Recipients	Who has Signed
Gemma Cooke	175788	45 Woodleigh Gardens	Nov 19, 2010 8:57 AM	Published	christian@182.com	
Gemma Cooke	175117	3 Dencliffe	Nov 18, 2010 4:17 AM	Published	clara201981@hotmail.co.uk	
Andrea Cairns	173537	Flat 90 springfield House - Renewal Documents	Nov 15, 2010 6:58 AM	Published	andrea.cairns@zimgmail.com	
Andrea Cairns	172805		Nov 12, 2010 3:00 AM	Published		

[ Figure 2: A second Agreement Express report, fueled by BIRT. ]

pages long, which needed to be sorted, distributed, verified, approved and filed," says Kuldar Lindvere, Data Analyst with Questrade. "Before Agreement Express, our compliance officers could spend upwards of an hour a day verifying signatures and applications, sorting through the paperwork manually. Now, the compliance team has time to focus on other requirements. And of course, customers benefit by being able to trade immediately."

M&T Bank has seen similar results, in a different area of business. The bank is one of the top 20 largest commercial bank holding companies headquartered in the United States; it reported assets of \$68.2 billion in June 2010 and has 14,000 employees. The bank hires thousands of people every year, and its Human Resources department faced mountains of paperwork; they needed a new, more efficient process. Agreement Express was implemented, helping M&T develop a paperless hiring system that saved them both time and money.

M&T's Human Resources department requires more than 68 pre- and post-hire documents to be filled out by new employees. Before Agreement Express was implemented, pre-hire document packages were sent to the prospective candidate via email, with them printing, completing and faxing the documents back (often with missing information). Administration staff was left with the time-consuming task of correcting errors, verifying illegible information and filling in incomplete data. With Agreement Express, though, processing a new employee now takes 40 percent less time; there's also more consistency in the hiring process across locations and employees' legal right to work is easily validated through The Department of Homeland Security (Agreement Express fully automated the I-9 verification process with the Department). In March 2009, when M&T purchased Provident Bank, Agreement Express also made it possible to

easily process 7,000 new employees, all over a two-week period. "Agreement Express helps us be more efficient and save our most valuable resources – time and money," says M&T Bank's Vice President of Human Resources.

### How Does BIRT Fit In?

Recombo uses BIRT Version 2.5 in conjunction with Agreement Express to execute customers' administration reports. The company's developers, who were already working with Eclipse when they implemented BIRT, found that using BIRT was straightforward and simple, and that it worked well with the architecture that was already in place.

Clients also see a real benefit using BIRT with Agreement Express. They can create custom reports that they know they'll be using regularly – for example, reports that track publishing statistics for insurance CSRs, or others that track return rates on Account Audit Confirmation letters for online brokerage companies. Questrade itself has three pre-built BIRT reports, while M&T Bank has one.

For find out more about Recombo and Agreement Express, visit [www.recombo.com](http://www.recombo.com).