



## Truenorth CodePoint and Santander Bank of Puerto Rico

Truenorth is proud to have serve Banco Santander for their Content Management and Statement Printing Operations for over ten years providing Tier-I level Service Bank Service tasks in compliance with demanding service level requirements, disaster recovery resiliency and maintaining a SOC2 Certification.

### CONTENT MANAGEMENT AND DIGITALIZATION

Truenorth was selected to lead the development and implementation of the Enterprise Content Management (ECM) system and printing and mailing outsourcing services for Banco Santander Puerto Rico. Truenorth provides data management services of over 40TB of data. Truenorth also provides IT infrastructure support for this solution at BSPR's data center in Puerto Rico, performing preventive maintenance and vulnerability test to secure operations while complying with all industry and security standards. Moreover, Truenorth provides the confidence and peace of mind of a disaster recovery storage solution that replicates live at a parallel facility located overseas in the U.S.

### DIGITALIZATION PROCESSING SERVICES

Truenorth's proprietary PDF Works Image Processor and Control Engine. PDF Works receives and converts data from various sources to PDF format in large volumes. It is fully integrated with Truenorth's Commander operational production control and monitoring tool. This level of integration provides increased reliability, faster production schedules, and improved overall security.

#### BANK INDUSTRY

##### CUSTOMER BACKGROUND

- Santander Bank of Puerto Rico
- Enterprise Content Management (ECM), Printing and Mailing Outsourcing Services Global Banking Leader.

##### CHALLENGES

- Content Management of around 2,000,000 forms, letters, statements, and images and more than 20,000 reports.
- Managed over 40TB of data and replicate it live at a parallel facility.

##### SOLUTION BENEFITS

- Volume processed and presented to the client in 1-3 hours, which dramatically improved the lead time of 5 working days of old systems.

## How to provide a system for the standardization of all the data received to validate and standardize it before processing?

### TRUENORTH PDF WORKS

PDF Works is designed to convert data from different sources into relational data files and then to PDF format in large volumes. Able to generate over 300 documents per second depending on document complexity.

### TRUENORTH PDF WORKS DOCUMENTS

PDF Works Documents is a Truenorth developed software application that manages collaborative activities over Enterprise Content Management documents based on PDF templates.

PDF Works Documents can compose and approve massive amounts of letters to be distributed through an Enterprise Content Management System.

### TRUENORTH PRODUCTION COMMANDER

Truenorth Production Commander is a web-based tool used to monitor production, performance, and (SLA) service level agreement compliance in the context of an enterprise content management, printing, and mailing service.

The user defines content and workflows in Production Commander and schedules production dates.

Production Commander tracks the movement of content across the platform, from scattered data sources, through heterogeneous deliveries, and up to long-term storage. The process measures speed and volume, providing a real-time enterprise-wide view of job status, routing, and outcome.

Production Commander shows SLA indicators at every step and reduces costs by improving turnaround time and productivity.



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Our Code Point Methodology offers Santander the benefits of a unified, modern platform that takes advantage of traditional document processing best practices while incorporating modern Cloud-based services. All embraced with a cohesive methodology where components are managed, measured and controlled from a single source while providing audit trails, security, and accountability.

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**Let us earn your trust!**  
If you want to know more  
about our services  
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