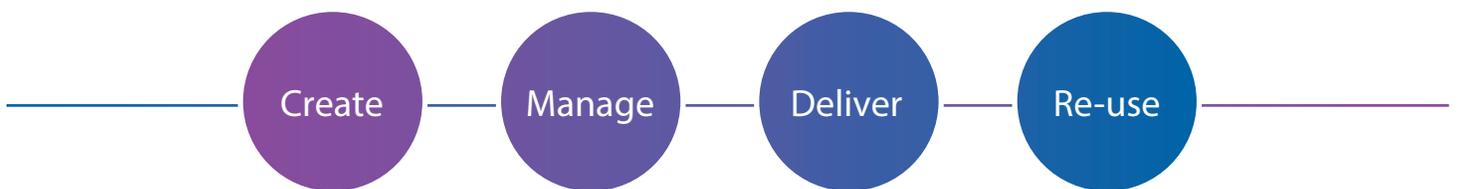# SOLUTION: FINANCE

Keeping Up with Global Regulatory Requirements and Customer Expectations

Financial institutions are facing increasing complexity in meeting global regulatory requirements and managing the associated risks. They must ensure that their employees comply in every transaction they make, either customer facing or in internal trading and monetary transactions. Failing to conform leads to significant fines and bad publicity that affects a company's reputation. In addition, customers expect fast and professional service from staff.

DitaExchange provides Structured Content Management (SCM) to improve productivity and ensure quality and compliance in the financial sector. This enables quick and easy authoring, management and publishing of regulated content like SOPs, instructions and product references.

Create — Manage — Deliver — Re-use

CHALLENGE

Risk Management, Regulatory Compliance and Customer Service.

Traditional content management solutions, while effective for handling complete manuscripts of information, are too rigid to truly manage the information that financial service organizations generate. Locked inside of long, traditional documents, information may be discoverable, but it is often not easy to find and cannot be reused efficiently without cutting and pasting, which is often error-prone. Users cannot get the correct information exactly when they need it.

In addition, changes made to one area of a document will not be replicated in others that utilize the same information. This leads to inconsistencies and regulatory infractions.

> "The fact that one topic answers one question is the key to helping employees get the specific answer they need, when they need it."
>
> Steffen Frederiksen, Founder & CSO

SOLUTION
Structured Content Management (SCM).

By introducing SCM to your organization, traditional documents are split up into modular content that can be categorized into topics, tagged and then authored and approved individually. This content can be later pulled into different documents or other information sources or used on their own. This means one question gets one answer.

By creating information in this manner, content is written and approved only once, but automatically updated everywhere and every time a new document is published. Furthermore, it can be distributed both internally or externally in different languages and with potential local variations.

BENEFIT
Searchable Information Distributed Across Numerous Channels.

Ultimately, structured content is written once and reused across multiple channels in the organization, such as:

- MS Word and PDF documents
- apps
- intranet/extranets
- content search portals
- line-of-business systems
- chat bots

The important information is searchable and easily found by employees and customers. It is also presented in an easily consumable format that allows them to comply with regulations or answer business critical questions.

In addition to this, the structured content can be integrated directly into core line-of-business systems and it can dramatically improve AI and chat-bot solutions built on technologies such as IBM's Watson or Microsoft's LUIS.

SCM enables your organization to always provide the right information, to the right person at the right time and in the right format.

WHY DITAEXCHANGE?

DitaExchange simplifies the way organizations create, manage, deliver and reuse important content with Dx4 – our structured authoring and content management solution built to run on the Microsoft Share-Point platform. By helping companies efficiently produce and maintain important information and documents quickly while also following compliance guidelines, employees spend less time duplicating content and repeating approval cycles while also improving overall compliance by improving consistency and quality.

Structured Content Management (SCM) is the core of Dx4, which is built on:

- industry standard Darwin Information Typing Architecture (DITA)
- Microsoft SharePoint architecture (Office365 Cloud or on premise)
- MS Word or oXygen DITA XML authoring client tools

We have delivered our solution for over a decade to highly regulated industries such as finance, insurance, pharma and aviation.

Learn more at **DitaExchange.com** or contact us at **Info@DitaExchange.com**

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