



Empowering the Smart City: Streamline Document Processes via "iAM Smart"

賦能智慧城市：通過「智方便」優化文件流程

FUJIFILM
Value from Innovation

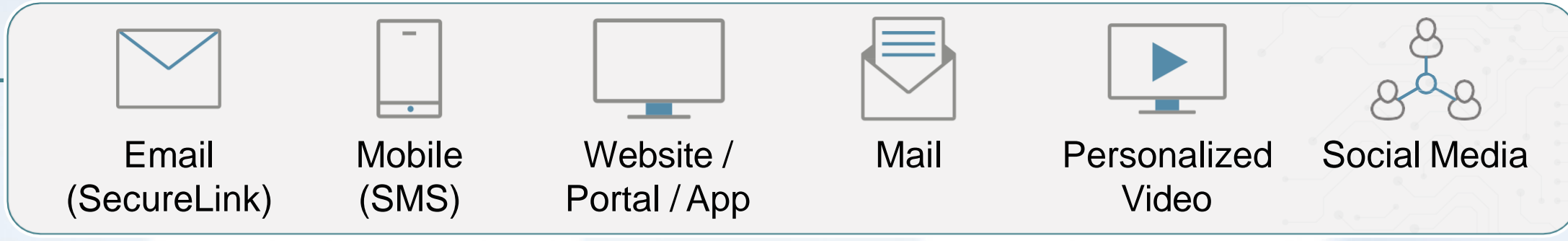
商業創新方案
Business Innovation Solutions

FUJIFILM Business Innovation Hong Kong Limited
Stephen Chan, Product Portfolio & Partnership Manager

- FUJIFILM Business Innovation Hong Kong Introduction
- Streamline Document Process via “iAM Smart”:
FBHK Contract Signing Portal & Customer Use Case
Sharing
- New Features Preview

- **FUJIFILM Business Innovation Hong Kong** was established in 1964 (formerly called Fuji Xerox)
- Over 1,000 employees in Hong Kong and 40,000+ regionally
- As part of FUJIFILM Holdings Corporation, we are devoted to solve one of the social challenges - critical and practical business issues
- Our Digital Transformation (DX) Vision is to help customers to create fulfilling workplaces through cutting-edge technologies





Total Experience

Customer Communication Management Omnichannel Marketing Business Process Outsourcing

Hyperautomation

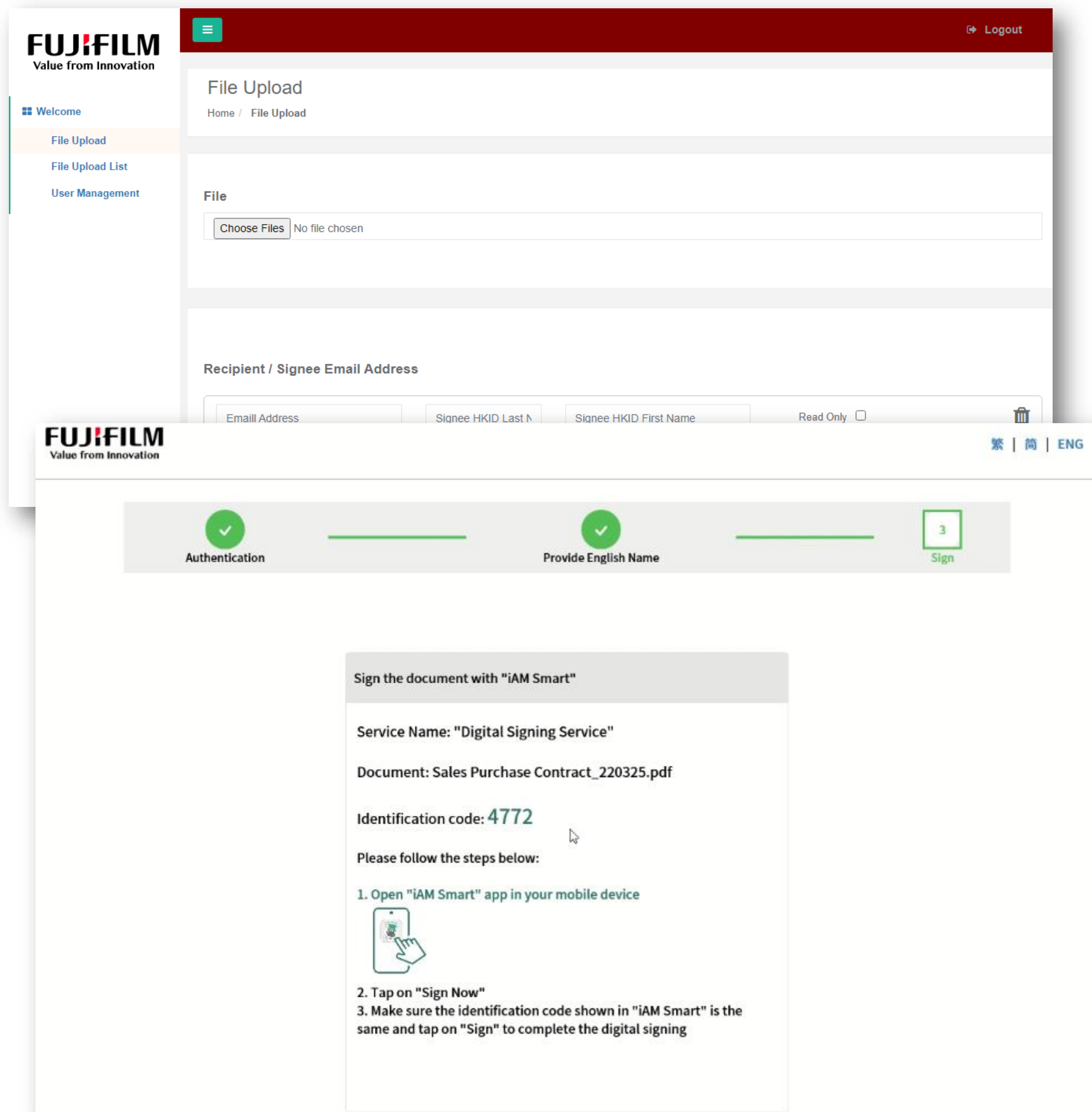
AI-enhanced Data & Document Ingestion Low-coded Workflow & RPA API Integration Content Management Digital Signing

Cybersecurity Mesh

Network Detection Response User Entity Behaviour Analysis Service Operation Centre

Smart Workstyle
智 · 型辦公
Your Business Innovation Partner

Streamline Document Process via “iAM Smart”: FBHK Contract Signing Portal & Customer Use Case Sharing



Business Issue:

- Hard to delivery or access physical contracts due to work-from-home policy during COVID

Business Objectives:

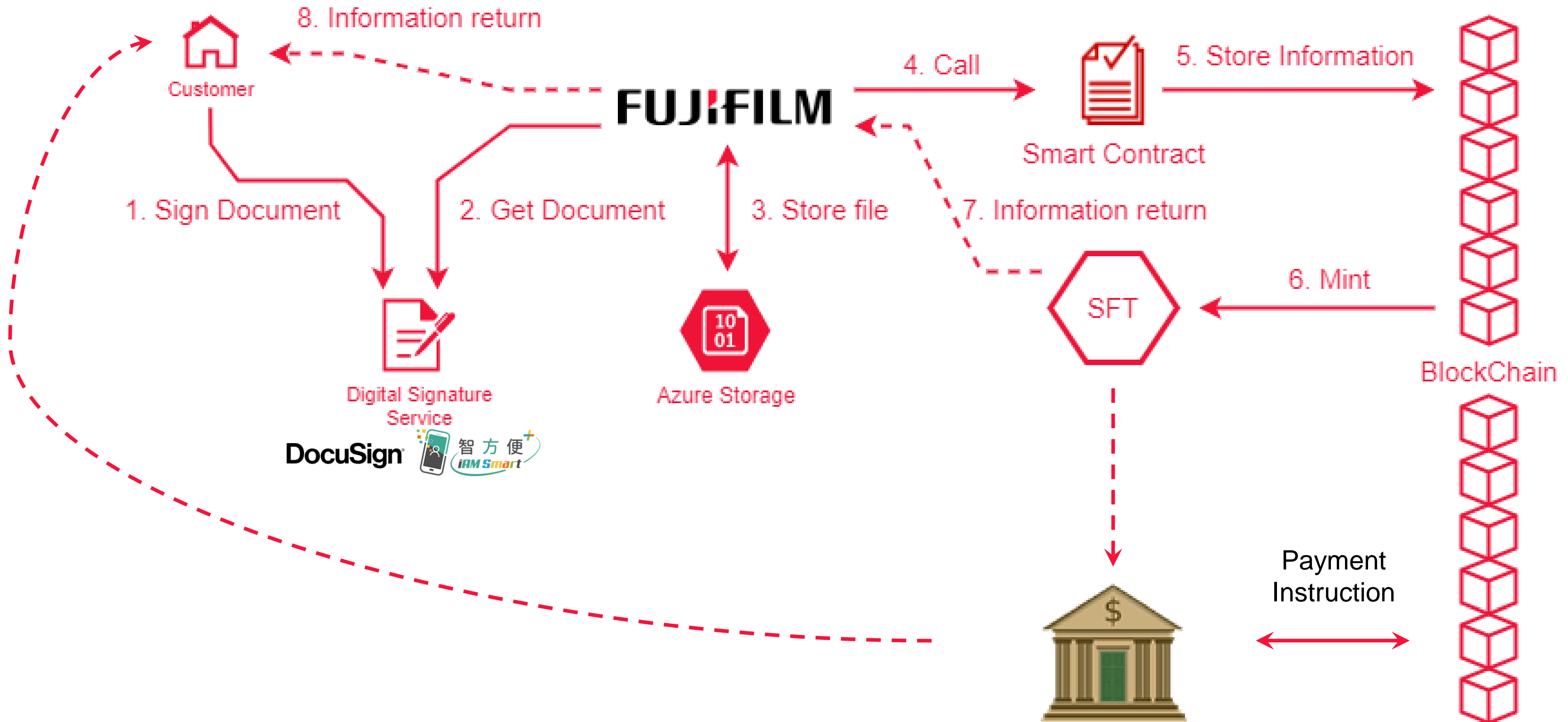
- Safeguard the wellbeing of our employees and customers
- Reaffirm our commitment to help customers achieve their digital transformation strategies

Project Description:

- Participate iAM Smart Sandbox program to learn and integrate iAM Smart features into business application

Project Objectives:

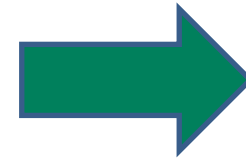
- Utilize **iAM Smart Authentication** to verify credential for document access
- Leverage **iAM Smart+ Digital Signing** to sign business contract securely and remotely



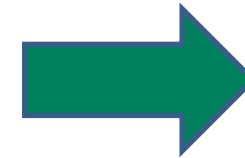
Customer Service Enhancement Project



- ATM Card
- Online ID & Password
- **iAM Smart** 



- 1) Select service
- 2) Scan QR code to retrieve designated form



Queue	<input type="text"/>
Job Number	<input type="text"/>
Date Received	<input type="text"/>
Description	<input type="text"/>
Notes	<input type="text"/>

- 1) Auto form filling (via **"e-ME"**)
- 2) Track form readiness and notify teller



- Teller provides last mile service
- Dashboard to monitor service level



智方便
iAM Smart



Golden Source of Personal Identity
Reliable identity information for
online services



Auto Form-Filling
Saving effort of inputting and
verifying personal information
repeatedly



Save Resource on In-person Process
Complete critical transactions online
w/o in-person identity verification

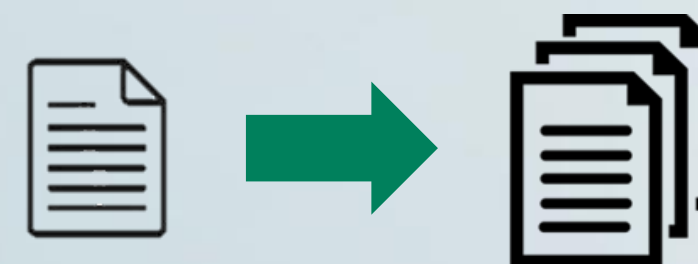


智方便
iAM Smart

New Features Preview

Bulk Signing

Allows user to digitally sign multiple documents at once.



Step-up Authentication

Online service can verify user's identity with additional authentication. When performing important action online service may trigger step-up authentication to verify user's identity by facial verification.



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