



## An Ideal Remote Capture Answer for an East Coast Financial Institution

### The Challenge

As part of its competitive strategy, a leading East Coast financial institution was looking for image-enabled capabilities to enhance its suite of lockbox services and controlled disbursement services. In order to contribute to the bank's strategic efforts on several fronts, it was important to meet these goals:

- Enable geographic footprint expansion
- Position the bank favorably against cash management offerings from competitors
- Align with the bank's overall image initiatives as part of its Check 21 compliance strategy (including branch image capture capability)
- Demonstrate its long-term commitment to corporate customers
- Strengthen the bank's "partnership" relationships with corporate customers

## Real-World Solutions

### The Solution

The financial institution implemented a turnkey *Check Imaging Solution* as the remote imaging answer that would completely fulfill its strategic requirements. The solution is a remote deposit transmittal application that creates error-free, balanced check transactions at a customer's commercial office. Completed transactions and images are transmitted to the financial institution for final back-office processing. This answer eliminates many of the steps traditionally associated with commercial check deposit processing for a financial institution.

### The Results

- The institution's *Check Imaging Solution* has proven to be a competitive addition to the bank's suite of cash management products.
- It has enabled their geographic expansion into new markets, including international engagements with many foreign banks.
- The Sales group has witnessed a willingness of commercial customers to collapse accounts in favor of transportation savings, extended deposit deadlines, reduced holdovers and fewer errors.
- Integration into the bank's existing IT system was non-disruptive, and allowed the institution to protect its investment in processing infrastructure.
- The self-service nature of the deployed solution has resulted in fewer questions directed to representatives.
- Feedback from users has been extremely positive, with high satisfaction regarding the ease of installation and use, plus positive comments on the intuitive interface for transactional and research operations.

