Enterprise Content Management for Community Banks

FULL SPEED AHEAD

Get on the fast track to productivity and profitability

Over the past 15 years, banks with less than $100 million in assets lost more than 50% of their market share to banks with assets in excess of $10 billion—due in large part to an inability to efficiently deliver the kind of technological experience that customers have come to expect.

In today's climate of rapid change and constant volatility, community banks looking to capitalize on the lack of consumer confidence in larger financial institutions are turning to Laserfiche enterprise content management (ECM) to decrease costs, increase efficiency and gain a competitive edge.
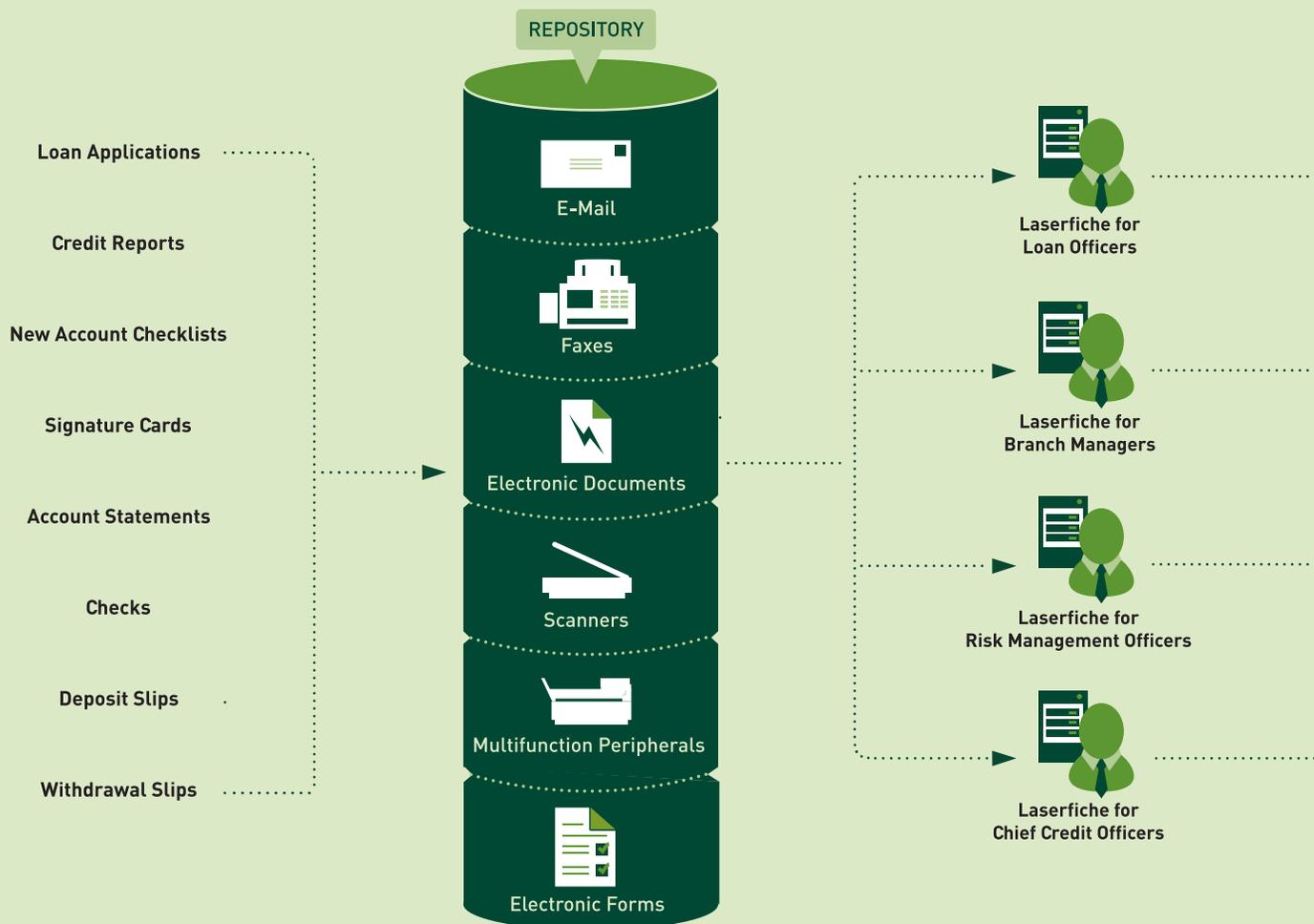
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- ‣ Streamline the lending process
- ‣ Automate additional processes
- ‣ Reduce the cost of compliance
- ‣ Improve branch management
- ‣ Integrate with existing applications

Run Smarter®

Laserfiche®

A Solution
to Manage Information Enterprise-Wide

Increase Efficiency at Every Step

[Reduce Errors] ► [Increase Security and Control] ► [Provide Instant Access to Information

REPOSITORY

Loan Applications

Credit Reports

New Account Checklists

Signature Cards

Account Statements

Checks

Deposit Slips

Withdrawal Slips

E-Mail

Faxes

Electronic Documents

Scanners

Multifunction Peripherals

Electronic Forms

Laserfiche for
Loan Officers

Laserfiche for
Branch Managers

Laserfiche for
Risk Management Officers

Laserfiche for
Chief Credit Officers

Anyone who works in the financial services industry knows that paper accumulates quickly. Sorting, processing and storing it all—not to mention ensuring compliance with industry rules and regulations—can consume a significant amount of time, effort and money.

Laserfiche gives you the tools you need to combat the inefficiency and expense of paper records. The Laserfiche enterprise content management system includes document management and DoD 5015.2-certified records management, both Windows® and Web-based interfaces, a customizable Web publishing portal, integrated workflow management, and high-volume document capture and processing tools.

And Laserfiche scales to meet the needs of banks of all sizes, whether you have branch offices in one city or in 100.

Electronically route loan applications through origination, closing and funding processes.

Instantly submit application for loan underwriting. Reduce printing and mailing expenses through secure Web access.

Strengthen loan administration procedures in case of an audit or other examinations. Enable remote audits of branches.

Centralize document processing. Accelerate business processes for greater productivity and profitability.

Customers

Loan Officers

Branch Managers

Home Office Staff

Customer Service Representatives

Laserfiche Advantages Summary

‣ Answer customer inquiries faster, with instant, direct access to information from any branch.

‣ Accelerate loan processing with workflow automation.

‣ Simplify compliance with Sarbanes-Oxley 404 and other regulations.

‣ Maximize space available for revenue-generating activities.

‣ Protect client and transaction records with comprehensive security.

‣ Use audit trails to provide complete accountability and transparency enterprise-wide.

‣ Integrate content management with applications that enable remote deposit capture and other business-critical applications.

Automate, Streamline and Transform
Business Processes across the Branch Network

Streamline the Lending Process

Branch employees spend nearly 40 percent of their time working on back-office activities, and the loan application process is a key offender.

Laserfiche transforms this manual, paper-and time-intensive process into an automated, digital form with custom workflows that simplify loan processing and underwriting by:

‣ Electronically routing a customer's loan application file through the origination, closing and funding processes.

‣ Automatically populating customer or loan index information to reduce manual data entry.

‣ Tracking missing or expired documents to ensure compliance and reduce risk.

‣ Retrieving documents pretaining to any relationship based on any one of a number of different indexes, including loan number, SSN or EID, document type or collateral description.

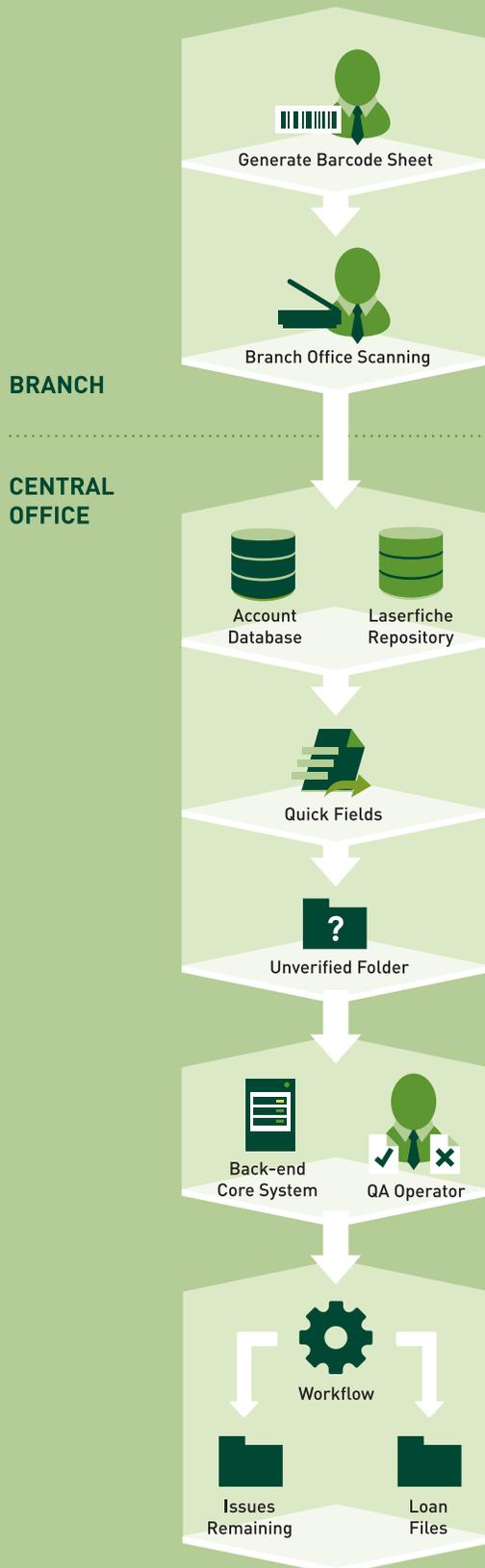‣ Strengthening loan administration procedures in case of an audit or other examination.

Automate Additional Processes

In addition to loan processing and underwriting, Laserfiche eliminates the time lags and redundancies inherent in many other manual business processes, including new account opening, remittance processing, exception handling and more.

Authorized users have instant access to customer forms and records, ensuring seamless transaction processing, reducing the costs of managing information and improving collaboration.

‣ Utilize workflow technology to automate suitability approval and exception handling.

‣ Extract data to automatically update your back office core systems.

‣ Retain ultimate global control over document filing, retention and disposition while providing branch offices with the flexibility to customize their filing structure and workflows.

Automate and Accelerate Loan Processing

Generate Barcode Sheet

Branch Office Scanning

BRANCH

CENTRAL OFFICE

Account Database

Laserfiche Repository

Quick Fields

?

Unverified Folder

Back-end Core System

QA Operator

Workflow

Issues Remaining

Loan Files

BARCODE

Scanner operators at the branch offices generate an account-specific barcode cover sheet to precede the documents to be scanned.

SCAN

Scanner operators at branch offices scan into a shared folder that can be accessed across the branch network.

PROCESS

A user at the central office uses Quick Fields to process documents. The account number (encoded in the barcode on the cover sheet) is the key to retrieve additional identifying information from the database. The user manually selects the document type. Processed documents are sent to the "Unverified" folder in the repository.

VERIFICATION

QA operators verify documents in the repository with the back-end core system. Documents without problems are marked "Verified" by the operators and routed by Workflow to their final location. Documents with issues are marked "Issues Remaining" and routed to the "Issues Remaining" folder by Workflow.

FILING / RESOLUTION

Documents filed to their final location remain there for archival/retrieval purposes. Documents filed to the "Issues Remaining" folder must have their issues resolved. Once there are no remaining problems with the document, they are marked as "Verified" and are routed to their final location.

Cut Costs and **Increase Profitability**

"At the First National Bank of Durango, we chose Laserfiche because it will enable us to increase efficiency, decrease costs and automate processes such as account and loan opening—both of which have traditionally required a lot of paper and staff time.

Jan Lewis / Information Technology Manager / First National Bank of Durango

Reduce the Cost of Compliance

Multiplying compliance and regulatory demands increase operating costs, making it difficult for community banks to increase profits and remain competitive. In particular, inefficient, expensive paper-based compliance policies and procedures cut into profits and bottleneck workflow.

Laserfiche simplifies the burden of complying with increasingly stringent multi-regulatory rules and retention requirements in a number of key ways:

‣ Enforce standardized operating procedures that ensure data authenticity, integrity and retention by automating internal processes.

‣ Constantly monitor document access and retrieval to maintain the highest standards of security.

‣ Reduce the storage burden of complying with recordkeeping regulations.

‣ Expedite audits by providing regulators or loan review personnel with instant access to requested files.

‣ Lower the labor and transportation costs of both internal and external auditing by enabling remote audits of branch offices.

‣ Cost-effectively establish business continuity plans detailing emergency preparedness procedures.

Minimize Paper-Handling Overhead

With 250 million new documents created each day, the cost of producing and storing hardcopy documents is increasing daily. The average bank spends $25,000 to fill a four-drawer file cabinet and $2,000 annually to maintain it—not to mention the costs associated with photocopying, shipping and couriering documents.

Gartner estimates that a content management system can reduce overall document-related costs by 40%. Laserfiche solutions allow you to minimize storage costs and paper-handling overhead by:

‣ Removing the need to duplicate paper documents and fax or mail them to the home office for processing by capturing forms and documentation at the point of creation.

‣ Eliminating lost documents that must be recreated and refiled.

‣ Enabling you to reclaim storage space so that you have more room for revenue-generating activities— or the flexibility to downsize to a smaller office.

Improve Branch Management

Enhance Customer Relationships

For community banks with their strong ties to local SBOs, managing customers effectively at the branch level is critical to their overall performance. In an environment where quality customer service is vital, Laserfiche:

- Improves information accessibility between branches by centralizing customer records and making information available to all authorized branch employees on demand.

- Creates consistency of customer service across branches by providing standardized templates and tools for managing content, so regardless of which branch a customer uses, the bank presents a single face.

- Empowers employees at all levels to quickly and confidently make well-informed decisions, elevating customer service levels and decreasing wait times.

Accomplish Strategic Objectives

Laserfiche can have an especially powerful effect on community banks' traditionally paper-driven processes, breaking down the information silos that prevent them from accomplishing their strategic objectives. Whether those objectives are automating complex cross-branch business processes, reducing regulatory risk or making client relationships more profitable, they have a common component—which is the requirement to share information across the enterprise.

- Make client relationships more profitable by quickly sharing the information necessary—including loan packages, closing documents, deposit demand account (DDA) signature cards and board packages—to cross-sell and up-sell new products.

- Break down information silos by automating cross-branch business processes including forms processing, contract management and customer management.

- Maintain remarkable service—and reduce regulatory risk—by maintaining central control over client information across the branch network.

"Laserfiche has brought greater efficiency and consistency to the way we handle content across our branch network. It's an affordable, flexible and user-friendly system that goes a long way in facilitating compliance.

Mona Chui / SVP & PMO Director
Technology Advancement Group
BBCN Bank

Achieve a Rapid ROI

"Laserfiche went from being a supporting application in a couple of departments to being a critical one enterprise-wide. Using Laserfiche has changed the way we do business. It's changed our mindset and streamlined all of our processes.

Tato Munoz / IT Director / D.L. Evans Bank

Cost-Effectively Deploy Enterprise-Wide

Laserfiche solutions are designed to deploy in days to achieve a rapid return on your investment, and they offer the flexibility to design the ideal solution for your organization's processes.

Laserfiche Rio is a turnkey solution designed to meet the enterprise requirements of community banks.

Named-user licensing simplifies purchasing—just count the number of users you'll need— while volume discounts make enterprise content management affordable.

‣ Enterprise content management with integrated DoD 5015.2-certified records management functionality.

‣ Both Windows® and Web-based interfaces.

‣ Integrated business process management with an intuitive, graphical interface for testing, modifying and supporting workflow activities.

‣ Audit trail surveillance of user actions.

‣ High-volume document capture and processing.

‣ Unlimited servers to support multiple configurations, including satellite offices, server clustering, failover and testing environments, and separate servers for data segregation.

Integrate with Existing Applications

Laserfiche's open architecture speeds image enabling your existing applications—while programming tools and pre-packaged modules limit costs and minimize the burden on IT staff.

Laserfiche is built with a highly flexible COM-based API, so Websites, scripts, Windows® applications or anything else built using COM, including all .NET languages, can easily communicate with the Laserfiche server.

‣ Retrieve information from back-office systems to automatically populate template fields, validate data entry and check metadata capture.

‣ Trigger Workflow activities from third-party applications like your CRM application, COLD applications or other back-office systems.

‣ Provide Laserfiche ECM capabilities from Web portals— including Microsoft® SharePoint® sites—to improve information organization and access enterprise-wide.

Simplify Administration

Laserfiche systems use Microsoft®-standard administration tools almost exclusively, including MMC snap-ins, WMI compatibility and Windows-integrated error logging and tracing, ensuring that Laserfiche software complies with standards that make it widely interoperable, extensible and easy to administer.

‣ Manage all the components of a Laserfiche repository—fields, templates, users, groups and volumes, among others—through an easy-to-use graphical interface.

‣ Balance workflow load and volume distribution across servers to ensure peak availability.

‣ Support both Microsoft® and Oracle® database platforms to maximize the value of your current IT investments.

About **Laserfiche**

Since 1987, Laserfiche® has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 32,000 organizations worldwide—including government entities and Fortune 1000 companies—use Laserfiche software to streamline document, records and business process management.

The Laserfiche ECM system is designed to give IT managers central control over their information infrastructure, including standards, security and auditing, while still offering business units the flexibility to react quickly to changing conditions. The Laserfiche product suite is built on top of Microsoft® technologies to simplify system administration, supports Microsoft SQL and Oracle® platforms and features a seamless integration with Microsoft Office® applications and a two-way integration with SharePoint®.

Your Next Step

Get industry perspectives
laserfiche.com/banks

Arrange a demonstration
(800) 985-8533

Learn more
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Long Beach, CA 90807

Product Suite

The Laserfiche system is designed to be straightforward to purchase, deploy, extend, administer and support. Laserfiche solutions deploy quickly and easily scale to accommodate both an increasing number of users and high-volume repository growth.

Laserfiche Rio™

laserfiche.com/rio

- ‣ Enterprise content management
- ‣ Document imaging
- ‣ DoD 5015.2-certified records management
- ‣ Business process management
- ‣ Complete auditing and security controls
- ‣ Production-level document capture and processing
- ‣ Unlimited Laserfiche servers to support backups,
- ‣ failover clusters and testing environments

Laserfiche Avante™

laserfiche.com/avante

- ‣ Document management
- ‣ Business process management
- ‣ Optional Web client and Audit Trail tracking
- ‣ Optional DoD 5015.2-certified records management

Run Smarter®

Laserfiche®