

CARLSBAD NATIONAL BANK

Enhancing the Customer Experience with Check Imaging Solutions

HIGHLIGHTS

Carlsbad National Bank

A community minded, locally-owned bank since 1924, Carlsbad National Bank's mission is to provide a variety of valuable financial services to consumer and commercial customers of Carlsbad, New Mexico, and the surrounding area.

Business Objectives

Upgrade its infrastructure to drive future growth and introduce new, leading-edge imaging products and services, while controlling costs without adding staff.

Metavante Solution

- VisionIP: A check imaging platform that includes proof of deposit (POD), automated reject repair, Courtesy Amount Recognition (CAR), check research, image statement, a Home Banking interface, IRD creation, electronic inclearings, and connectivity to national check image exchange network
- VisionContent: Transaction Archive – for long-term archival and retrieval of customer checks and statements

Benefits Achieved

- Access to new Check 21 technologies such as image exchange and IRD Creation
- Improved efficiency and a reduction in back-office and research costs
- Meeting earlier Federal Reserve cash letter deadlines

“Our customers benefit from enhanced checking product offerings, including concise image statements with presorted items. Our bank benefits from improved customer service, faster research times, improved operational efficiency, improved accuracy, and new customer acquisition opportunities.”

– Chris Bird, Senior Vice President – Operations,
Carlsbad National Bank

IMAGING TECHNOLOGY THAT IS CHANGING AND REVITALIZING THE BUSINESS OF BANKING

Carlsbad National Bank, headquartered in Carlsbad, New Mexico, serves businesses and residents of southeastern New Mexico through three locations – two stand-alone branches and one branch in the local Wal-Mart Superstore. The bank offers a host of services – a wide variety of checking and savings accounts, loan products, trust and financial planning, touch-tone banking, and Internet banking.

But what keeps the bank growing and prospering isn't merely its litany of services. Many institutions boast a similar array of financial offerings. What has helped the bank thrive, says Chris Bird, Senior Vice President – Operations for Carlsbad National Bank, is understanding the role technology plays to enhance the products and services the bank offers.

For most banks, the reality of upgrading to a new technology platform is a very expensive and cost-prohibitive process, but not for Carlsbad National Bank. Not only did the bank upgrade its infrastructure to drive future growth and introduce new leading-edge products and services, but it did so while controlling costs and reducing staff positions through attrition.



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How? By deploying the technology on a larger scale for enterprise-wide efficiencies.

“In the past, check imaging solutions were installed almost exclusively to improve operations and reduce item processing costs, but the expanding capabilities of imaging technology have made the benefits of imaging enterprise-wide,” said Bird.

After looking at several check imaging vendors, Carlsbad National Bank selected Metavante Image Solutions. Built on the strength of the Metavante VisionIP open architecture platform and based on the Microsoft NT/2000 operating environment, the check imaging solution from Metavante includes proof of deposit, automated reject repair, check research, image statements, image archive, a Home Banking interface, IRD creation, electronic inclearings, and an interface to the Federal Reserve and Endpoint Exchange Network for check image exchange.

Combining Carlsbad National Bank’s image-based check processing applications under one common architecture produced significant increases in efficiency. Connectivity to the Federal Reserve and the Endpoint Exchange Network for nationwide check image exchange allows Carlsbad National Bank to exchange check images rather than paper checks for clearing and settlement. Check image exchange provides Carlsbad National Bank with a variety of benefits, including reduced staffing with fewer employees needed for the sorting, balancing, bundling, and delivery of paper checks, as well as a significant reduction in all the costs and inefficiencies associated with the transportation and duplicate processing of paper-based payments.

MINING BIG BENEFITS FOR CUSTOMERS

Metavante’s VisionContent: Transaction Archive has significantly enhanced Carlsbad National Bank’s back-office processing. The bank’s ability to quickly and accurately locate and retrieve a check image using a PC-based browser, as opposed to physically searching for a particular check, has greatly facilitated back-office research and increased staff efficiency. The system has also had a very positive impact on both the time and expense associated with research requests, said Bird, noting a decrease in the amount of paper handled and stored. “Searching for information on DVD allows us to answer questions with more efficiency and dramatically reduces all types of research time,” he said.

Each of the three Carlsbad National Bank branches has access to the check image archive via thin-client architecture (machines that connect to a server to access applications, thus requiring less processing power) and is able to provide customers with check copies. “Check image research frees our employees to concentrate on customer-facing activities and core competencies that truly differentiate our services,” said Bird.

EYE TO THE FUTURE

Metavante’s check imaging technology is not only delivering operational and workflow benefits, it is also positioning Carlsbad National Bank to introduce sophisticated new services, such as online check viewing for its Internet Home Banking customers down the road.

“Our goal is to bring the benefits of check imaging to our customers in a way that will touch their everyday lives,” said Bird. “For example, we look forward to providing sophisticated new imaging services, such as online check viewing for our Home Banking customers.”

In the months ahead, Carlsbad National Bank also looks forward to offering Metavante’s Direct Merchant



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solution. Direct Merchant will allow Carlsbad National Bank's commercial customers to capture check payments as images and electronically forward them to the bank for immediate posting and updating. Direct Merchant will extend deposit cut-off times and reduce the time spent on deposit preparation and paper handling, while lowering transaction costs and eliminating daily trips to the bank.

"As it has promised for so long, check imaging technology is making life easier for banks of all sizes," said Brian Hurdis, President, Metavante Image Solutions. "By relying on enterprise-wide check imaging solutions from Metavante, growing numbers of financial institutions, from small community banks to large regional banks, are controlling their costs while recording record levels of customer satisfaction. Enterprise-wide check imaging takes financial institutions out of the "feeds and speeds" technology discussion and into the discussion of meeting customers' needs."

SOLID RESULTS

By working with Metavante Image Solutions to expand its image-based offerings, Carlsbad National Bank is now benefiting from:

- A check imaging architecture that unites all processing under one common infrastructure, providing a fully integrated and seamless approach to image-enabled payment processing and image archive
- Improved customer service, improved operational efficiency and accuracy, and new customer acquisition opportunities
- A direct path to check image exchange and the realtime clearing and settlement of check images

CONTACT METAVANTE

For more information about how Metavante Image Solutions can help your organization enhance its check and document imaging capabilities, call 1-800-822-6758 or visit metavante.com.

