



Intercredit Bank

New Accounts
Loan Operations
Credit Cards
Bookkeeping
Accounting
Tellers
Loan Officers
Senior Management
Branch Management

“VDM helps us avoid losses because we’re not cashing checks for unauthorized parties. Having instant access to signature cards allows us to answer customers’ questions without delay.”

Mauricio Lanlado
President
Intercredit Bank

Intercredit Bank N.A. (ICB) operates as a community bank with 4 full-service offices in Miami-Dade County and a recently opened full-service office in Broward County. In the past ICB had an International orientation and in the last 5 years they have made a strategic shift to focus away from International banking and to intensify the development of local businesses. In order to meet this challenge and provide excellent customer support to their clients ICB has been very active using technologies to become more efficient.

Administrators at ICB decided that an electronic document management system would make business processes more efficient. After evaluating several products, they selected ATNETS VDM to meet document management needs companywide. A top priority for ICB, a bank that embraces the latest technologies, was making the transition to imaging as seamless as possible. ATNETS banking software experience allows their VDM document management software to work together with ICB’s existing banking systems and the employees have been surprised at how easy the system is to use.

A Bank United

The primary reason for implementing the VDM system was integrating all of ICB’s various departments together. In order to accomplish this, ATNETS designed a system where banking customers files are stored by the account number and linked to any other accounts and activity with the bank. All of a customers information is stored together electronically, there is no need for an employee to request physical files from another department. In the past departments were storing multiple copies of the same documents in their files. The most important aspect has been the incorporation of electronic CIF files that gives banking officials immediate access to the CIF file. The VDM utilizes an online check list for CIF documents allowing the bank to know what documents they have received and which ones they are waiting for. Every department has slightly different unique needs for their electronic filing system. ATNETS created special filing systems for each department. We worked together with each individual department to address their needs and concerns.

Since the deployment of the VDM software inquiry response time has dramatically improved, creating employees who are saving a considerable amount of time while becoming more efficient and self reliant. Customer service has noticeable improved by the incorporation of electronic signature cards, signatures are verified in a matter of seconds as opposed to 5-10 minutes which is what it took to do manually search and fax the cards. The 5 ICB banking branches have complete access to the VDM and are in the process of converting all of their documents to electronic format.



“VDM allows us to manage reports far more efficiently than when we printed hard copies. It simplifies internal and external audits because we’re able to instantly access the precise documents we need.”

Dyam Borges
VP of Information Technology
Intercredit Bank

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Enhanced Security

Tracking the paper documents was a frequent challenge at ICB. It wasn't uncommon that someone would take a paper document from their files and then not return it, or else re-file it in the wrong location. Now they have greater peace of mind knowing that their documents can't be misplaced, since everything is electronic. The risk of financial loss has been greatly reduced.

Protecting Customer Information

In today's world, identity theft is a problem that banks and customers can't afford. VDM's security features such as password protection and assignable user access rights ensure that only authorized bank personnel retrieve documents stored in the secure VDM repository. Group level access privileges ensure that users only view documents relevant to their department. This confidently protects their customer's privacy. Individual employee access can be controlled, the system administrator determines the extent of employee's document access. For example, certain users are given the ability to edit and print documents, while others have view only privileges.

Back-file Conversion

ICB's goal of a paperless office is now becoming a reality. Over 2 Million documents are being converted to electronic documents. This process is estimated to take 3 months. The ATNETS On-site Scanning Team is managing this entire process for ICB. They have handled everything from structuring the documents, checking the files out from cabinets, physical scanning, indexing, and returning the physical files. A Fujitsu ___ scanner is making the task of scanning millions of documents a possible feat with its fast speed (125 documents per minute) and accuracy. Before the VDM, bank officials often would have to walk across the building in order to pull a file and research an inquiry, and then make a separate phone call back to the customer to answer the question. By allowing employee's to pull up documents right at their desktop, VDM enables them to handle more inquiries faster.

Installation

The VDM software is installed on an IBM platform using Xseries Server and Nseries to implement the SAN solution using the fibre channel (1 – 2 or GB per second). Two Fujitsu scanners were installed at Intercredit and we incorporated their existing copy machines that have scanning capabilities.

Future Benefits

- When auditors come in, they can use the online system to view documents either at the office of the audit or in their own office. This makes the process much easier, efficient, and faster.
- Employee's become significantly more productive and efficient.
- Scanned documents are easily accessed at employee's desktop and can be distributed quickly via email to clients or co-workers.

The Challenges

Slow information sharing between multiple departments and locations

Manually processing paperwork inhibits productivity

Protect customer privacy

Printing hard copies of reports is time-consuming and costly

The Results

Instant document access from anywhere speeds business processes

Reduction in labor-intensive tasks gives employee's more time to spend on other tasks

All information is safely stored in a central electronic repository

Advanced functionality makes reports management more efficient

ATNETS, Inc.
12535 Orange Drive, Suite 606
Davie, FL 33330
USA

Direct 954 382 6080
Fax 954 382 0802
info@atnets.com