



TOWER FEDERAL CREDIT UNION

Tower Federal Credit Union Upgrades Imaging And Report Management

Tower Federal Credit Union (TFCU) has grown to be one of the top 50 credit unions nationwide by offering the range and quality of services its 100,000 members demand. The largest federally chartered credit union in Maryland, TFCU has \$1.2 billion in assets and 12 service locations offering savings products, consumer loans and mortgages. Unfortunately, administrators at TFCU were becoming increasingly concerned that its MIMS document imaging system implemented in 1995 couldn't support its growth and service level goals. The value of the system was limited because it wasn't accessible to all users, and the vendor's decision to discontinue updates in 2001 made it clear that TFCU had to consider other options.

The credit union put together a list of requirements for an integrated document management system that would replace MIMS as well as process COLD reports. TFCU sought a solution that could evolve as the needs of the credit union continued to evolve. The system had to be simple to use and available to any of the credit union's 379 employees. On the other hand, it also had to provide security features that would prevent unauthorized viewing of sensitive data, especially since TFCU's primary sponsor is the Department of Defense.

New Imaging System Accommodates Existing Repository

With the help of a consultant, TFCU narrowed the field of potential solution providers, including Hyland Software, Inc., developer of OnBase enterprise content management software. An RFP was presented to this select group. "When going over the RFPs, the reply from Hyland stood out," said Susan Ruyak, Records Supervisor at TFCU. "The solutions and

responses to our needs and questions looked like the best fit. As a Records Supervisor, my major concern was whether or not our previous system documents could be converted to OnBase. When I saw that it had been done before, I was excited. Speaking for the rest of the people on the project team, we all gave our input, and when everything was tallied, OnBase clearly looked like the solution to all of our needs."

The credit union now scans all loan, credit card, CD/IRA and mortgage documents as well as membership applications for a total of 62 defined document types. The documents are scanned by Records Department staff using two fi-4340Cs and one M3093GX scanner from Fujitsu Computer Products of America.

Existing documents from the previous imaging system were automatically imported into OnBase using the Document Import Processor module. Locating documents stored on microfilm is also easier through use of a query file created by Hyland's services team.

The OnBase COLD/ERM (enterprise report management) module is integrated with the credit union's Spectrum core processing system from Summit Information Systems. This allows for lengthy reports such as monthly member statements to be electronically distributed and become part of the OnBase repository, a feature that affects operations in nearly every department. In the future, both scanned and COLD documents could be used as part of an automated workflow solution.

The Collections & Fraud Department uses OnBase to maintain a read-only repository of letters that have been sent to members. These

AT A GLANCE

Faced with an outdated imaging system and overwhelmed by paper-based reports, Tower Federal Credit Union implemented an OnBase integrated document management solution. Now the largest credit union in Maryland has an enterprise-wide platform that incorporates legacy data and integrates with its core processing system.

BENEFITS

- Significantly reduced research times
- Improved member service
- Enterprise-wide document accessibility with security features
- Reduced printing and distribution costs

APPLICATION

- Records
- Member Service Center
- Loan Servicing
- Collections & Fraud
- Mortgages

ONBASE SOFTWARE

- Document Imaging
- COLD/ERM
- Document Import Processor
- Application Enabler
- Archival API
- Monarch Integration

COMPLEMENTARY PRODUCT INTEGRATIONS

- Fujitsu Computer Products of America fi-4340Cs and M3093GX scanners
- Summit Information Systems Spectrum core processing application
- Conversion from a Minolta MIMS imaging system

(continued)

letters are accessible for research or verification purposes, and, though they can't be altered, users can add references and annotations.

OnBase is used by practically every department at TFCU. Employees at the various branches use it mainly for signature verification and to pull up statements. The Member Service Center uses it for research and to pull statements. The ability to research is also vital to the Loan Servicing, Mortgages and Collections & Fraud departments.

Spectrum Integration Leads Efficiency Gains

OnBase puts critical documents at users' fingertips and increases efficiency. If a member has a question about an account, that information is immediately available from any branch. Automatic indexing and duplex/multi-page scanning have all decreased the time and labor necessary to get documents into the system. Making documents available electronically has also decreased printing costs and reduced distribution time.

"The COLD reports from Spectrum have to be the biggest success of this new system," asserts Ruyak. "People from all over the credit union keep saying how great it is to be able to look up and search through lengthy reports in a matter of seconds as compared to the approximately 15 to 30 minutes it used to take."

In keeping with TFCU's original goal of adopting a system that can grow and develop, it is considering other ways to leverage its OnBase investment. The Human Resources Department is looking at how it might benefit from scanning documents into OnBase. The PDF E-Statements distributed to home banking customers may also be added to the OnBase repository. The Records Department is also refining its records retention schedule and may consider automating that process through use of the OnBase Document Retention module.



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