



Burroughs



Profile:

United Bank & Trust

- Located in Ann Arbor, Michigan
- Community-based financial services company
- Established in 1893 under the original name of United Savings Bank of Tecumseh
- \$885 Million in assets
- 16 bank branch locations in a four county region in southeast Michigan
- Average daily volume of 16,000 items (debit and credit) passes through the SmartSource scanners for branch capture

case study

Business Challenge: Cut Costs, Improve Productivity, Eliminate Large Sorter Fees and Become Paperless

A long time Burroughs high-speed sorter client since 1993, United Bank & Trust was looking to decrease costs associated with their centralized capture equipment. They made the decision to move to branch image capture realizing the overall benefits would include transportation savings resulting from the reduction of courier pickups and the associated expenses from maintaining a large sorter. Also, current market trends demonstrated an increasing adoption rate of branch capture.

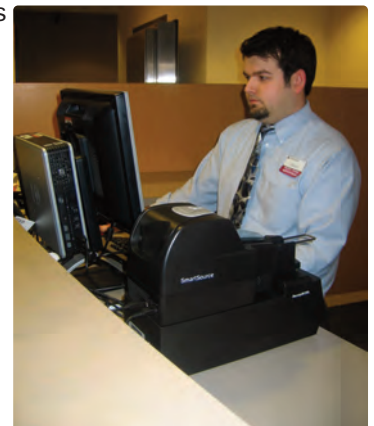
To achieve their goals, United Bank & Trust looked to its long-standing hardware and solution providers Burroughs and Fiserv. The two companies offer a wide array of products and applications to progressive community banks to decrease document handling and operational expenses.

Solution: Fiserv SCO Check Image Capture and Integrated Teller Solution

A three-phase deployment

The bank decided the transition from centralized capture to branch capture would occur in several phases. The project commenced in 2009 with the rollout of back counter capture utilizing the Burroughs SmartSource® Professional check image scanner devices along with the Fiserv Source Capture Optimization® (SCO) solution. They selected the SmartSource capture device because of their high confidence in Unisys/Burroughs scanning equipment. The SmartSource uses the same advanced technologies released on the Burroughs medium and high-speed check sorters, but in a tabletop model making it the ideal solution for branch image capture.

The second phase of the project was completed during 2011, when United focused on enhancing the Fiserv Integrated Teller System with Burroughs ReceiptNOW teller printers at their banking offices. An integrated teller solution enables tellers to handle client banking transactions in real-time. This improves the efficiency of the processing operation, and now the bank could provide clients real-time balances along with improved receipts including transaction and balance information. The selection of a teller printer was determined by a large assessment team. Several competitive models were evaluated and the Burroughs ReceiptNOW thermal receipt printer was chosen. Why?



Bank tellers universally struggle with limited tabletop room and tight workspaces. The ReceiptNOW stackable footprint minimizes clutter, prints crisp text using no ink, both quickly and quietly. United Bank's Senior Network Engineer, Steve Scott says, "Since the implementation, the ReceiptNOW printers have never required higher level support from the Help Desk Team." In addition, Burroughs told the bank the ReceiptNOW printers would install seamlessly. Rachel Emery, AVP Office Automation Manager confirms, "The receipt printer deployments went very well. They were essentially plugged in and worked!" The third phase is the Teller Capture piece with additional SmartSource devices placed at each of the approximately 71 teller windows. Implementing the Fiserv SCO Teller Capture solution will soon be underway.

The Fiserv Teller Capture solution enables tellers to image, process, and balance the transaction at the point of presentment. The transaction is processed through the SmartSource check image scanner right at the teller's window. Additionally, once the Teller Capture system is totally implemented, many of the paper tickets used today will be converted to virtual tickets. This will reduce paper costs, moving the bank one step closer to paperless processing!



Rachel Emery, AVP Office Automation Manager
Steven Scott, Senior Network Engineer
Stacy Fuqua, AVP Community Banking Officer

Results:

With the Burroughs and Fiserv solution, United Bank & Trust is seeing Teller Capture as the way for them to maximize ROI from Image Capture initiatives and achieve the biggest benefits in:

- Cost reductions – transactions are no longer couriered to a centralized location for processing
- Branch efficiency gains – through the elimination of many paper items and the cost of printing and processing those paper tickets
- Improved client experience – clients no longer spend time filling out paper transaction tickets before being served

Future Plans:

To further United Bank & Trust's quest for paperless processing, they would like to implement signature pads at each teller station. A signature pad allows banks to capture a client's signature for cash transactions and store this signature in a virtual format. United will also be investigating the use of performance monitoring software which collects and reports critical stats for scanners installed on the network.

The Burroughs and Fiserv team is renowned in the community bank industry for offering an incomparable imaging solution that combines both superior image hardware and software. With their new teller system and image capture initiatives underway, United Bank & Trust has strengthened its competitive position in the community and become an innovative model for other local banks to emulate.

“Integrating the ReceiptNOW printers and SmartSource scanners enabled us to deliver an enhanced client experience while capitalizing on processing efficiencies.”

Rachel Emery, AVP Office Automation Manager, United Bank & Trust

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