



*Business Bank Builds CD Archives  
of Customers' Cancelled Checks  
Images are scanned and imported daily;  
customers receive monthly electronic statements*

## Company

Citizens Business Bank (CBB), with its headquarters in Ontario, CA, is a leading financial institution originally founded as Chino State Bank. During its quarter century of business success, the bank has grown to include 30 branches and more than 800 employees, serving 78,000 customers in California's Inland Empire, Orange County, San Gabriel Valley and High Desert communities. Assets exceed \$2 billion.

## Challenge

CBB needed a system to provide its customers with a convenient and cost effective way to manage their checks. It was essential that the new system have the capacity to scan items in house in order to create and provide a CD of the cancelled check images for customers who request electronic archiving. Early in the year 2000, CBB sought a more efficient archival and retrieval system that would fulfill the needed service but would not require extensive clerical processing. The bank found an answer in a proprietary system designed and implemented by IMR reseller Feasible Management Consulting, Inc. (Rancho Palos Verdes, CA).

## Solution

With the new system, cancelled checks are scanned and indexed daily into an electronic database using IMR's *Alchemy*® as the document repository. The system accommodates the local check scanning and entry, as well as importing of images from the Federal Reserve for account reconciliation, audit trails, cross checks with the main sorter and production of monthly CDs. *Alchemy* accommodates the search and retrieval process through a custom-designed user interface. A related, custom module generates statistical reports, indicating which accounts have been entered.

Branch bank checks are scanned directly into *Alchemy* daily, but the largest volume is imported on a CD from the Federal Reserve after interbank processing and clearance. Local scanning requires about an hour daily. IMR's *DataGrabber* and *Scan2* capture OCR characters and indexing information from the Federal Reserve images.

Monthly, the bank compiles a master database of the cancelled checks from the accounts of all of the customers that have subscribed to the service. Each customer gets a CD containing images of the checks that have cleared their account during the statement cycle, and a copy containing the images goes to the branch that maintains that account. The customer or the branch can then download images to a local hard drive for viewing or printing.

## Return on Investment

Citizens Business Bank created a system that provides to its customers a convenient, cost effective way to manage their checks. It enables the bank to scan and archive cancelled checks electronically, in-house, and provide customers with CDs of their respective check images. The new service enables customers to maintain a history of their cancelled checks in their own company databases, eliminating the need to contact the bank to reconcile account statements

“Use of Alchemy software has provided Citizens Business Bank the opportunity to solidify customer relationships by providing a solution for customer needs without compromising bank functionality,” said Lori Forrest, assistant vice president of Technology Services. “What’s more, it has allowed us to be competitive in our marketplace while making it possible for us to grow with new technology trends.”

### Summary of Benefits

- Alchemy enables low-cost CD archiving of cancelled checks
  - Electronic archives reduce the need for conventional storage
  - Customer service is enhanced
  - Clerical processing, printing and mailing charges are reduced
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# *Alchemy Dramatically Improves Access to Customer Statements At Major NY Bank*

***Statements are now available in less than 30 seconds compared to several hours;  
remote branches use browsers to access statements***

## Challenge

The customer service department of a **major bank in New York City** was faced with a very common business problem in banking: the storage and retrieval of monthly customer statements. 60,000 pages of statements are printed monthly and mailed to customers across the country. Due to the physical storage requirements and costs of maintaining copies at the bank, only a single copy of each statement was printed and then mailed. If the customer service department needed a copy of one or more statements to resolve a customer matter, they had to submit a request to the IS department and wait for results. The turnaround times were unacceptably slow and the bank began looking for a better, more efficient method to provide copies of statements upon demand.

## Solution

Digital Storage Solutions, an IMR Premier Reseller and solution provider for document imaging, forms processing, and storage systems, was called in to evaluate the current method of statement reproduction and to recommend an automated solution. MNS' recommendation included Alchemy Gold and DataGrabber from IMR. The ease of use, competitive price, and ability to archive data to low-cost CD-R media were exactly what the bank was looking for to solve this problem.

Each month after printing the 60,000 pages, a statement spool file is downloaded to a Windows NT server running Alchemy and Datagrabber. Each page is then imported into the Alchemy document database and saved onto a CD-R disc, which is stored in a networked Plasmon CD-R jukebox using iXOS jukebox management software.

## Return on Investment

Now when a customer calls in for a statement reprint, the customer service representatives can quickly locate the statement by performing a search on the Alchemy database. They can search by Customer Name, Account Number, Statement Date, or any other text contained within a statement. Complete listings of all statements are retrieved in less than 30 seconds, compared to several hours previously. A copy of the original statement is then reproduced directly from the information stored on CD, and sent to the customer.

To further improve customer response times and reduce costs, the bank is using the Alchemy Web Server that enables eight remote bank offices to access customer statements via a Web browser. This eliminates the need for and cost of image access over a wide area network. Remote offices simply launch Netscape Navigator or Microsoft Internet Explorer, connect to the Statement database link, and access the same database as those who are on the local area network.

## Summary of Benefits

- More efficient method for reproducing customer statements.
- Faster customer response through faster turnaround of statement reprints.
- Replacement of expensive paper warehouse storage with inexpensive CDs.
- Internet access to statements for customer service representatives at branches.