

# NAVIGATING DIGITALIZATION IN THE FINANCIAL SERVICES INDUSTRY

Discover how four firms transformed their digital journey with Hyland



Hyland™

Thousands of financial services firms have grown their businesses and taken on the disruption, rapid technology change and digital optimization challenges of today's volatile business landscape by partnering with Hyland, a leading content services provider.

Hyland's technology empowers the teams at banks, credit unions and wealth management firms to:

- Optimize their digital journey and accelerate business growth
- Simplify compliance
- Deliver customer experiences that attract and keep customers

Here's what a select few have to say about their partnership — and results — with Hyland.

<b>First National Bank of America</b>	Deployed innovative loan document tracking solution	»»
<b>Alliant Credit Union</b>	Increased efficiencies enterprise-wide	»»
<b>Wiener Privatbank</b>	Automated risk classification and created maximum transparency	»»
<b>Suncoast Credit Union</b>	Enabled growth through solution scalability	»»



Content platforms belong in your future-fit technology strategy. Technology decision-makers continue to modernize their enterprise's application stacks, focusing on technology that is adaptive, resilient, and enables creativity.

Content platforms powered by granular content services allow architects and developers to support their line-of-business peers and meet future employee experience (EX) and customer experience (CX) needs. Forrester's Q1 2021 Global Enterprise Content Management Survey revealed optimism for ongoing deployments: 81 percent of respondents plan to increase their usage in 2021 and are refreshing their program goals; 55 percent plan to update their content management business case.

Forrester<sup>i</sup>





The solution's approach was innovative. A completely different way of looking at the problem. While many businesses use OnBase to track documents and document types, most banks are searching for a way to track loans.

**Jon Hinsman**  
Records Department Manager  
FNBA



# First National Bank of America

## THE STARTING POINT

First National Bank of America's (FNBA's) digital journey was well underway when it partnered with Hyland to replace its aging legacy system, DART, with OnBase, Hyland's enterprise information platform. Originally adopted as a document storage solution, OnBase soon entered the discussion around how to revolutionize FNBA's loan process so it would operate less as separate documents and more as a complete package.

## THE JOURNEY

FNBA needed a solution that would organize documents into the proper document type and prepare them for compliance auditing. Specifically, the bank was looking for a solution that would track documents from booking through servicing. Here's what FNBA achieved with Hyland:

- **A complete view** into the loan account rather than just single, disconnected documents
- **A fully developed and deployed solution** in just six months that led to better documentation on missing and excluded documents in under one month of use
- **The ability to track loan data, documents and exceptions** for multiple borrowers and multiple loans by gathering and sorting all loan collateral, correspondence and borrower information for any loan product — agnostic of lending process type

HOVER FOR MORE INFORMATION

[READ FNBA'S FULL STORY »](#)



# Alliant Credit Union

## THE STARTING POINT

Alliant Credit Union, one of the United States' top 10 largest credit unions, used a legacy enterprise content management (ECM) solution that couldn't scale, wasn't being used enterprise-wide and didn't have the sophistication to meet the needs of the modern workplace or its users.

## THE JOURNEY

After implementing OnBase, Alliant electronically captured 95 percent of its documentation — but the credit union didn't stop there. Next, Alliant:

- **Integrated OnBase with its existing Symitar core processing systems** to provide instant and secure access from the same familiar screens team members were accustomed to using
- **Built a customized, scalable fraud management solution** that decreased the time it took to pull a monthly fraud report from five hours to 10 minutes and was so easy to use, it took employees just one hour to master
- **Expanded the original use** of OnBase and built workflows to eliminate manual processes from HR, accounts payable and contract management in the legal department

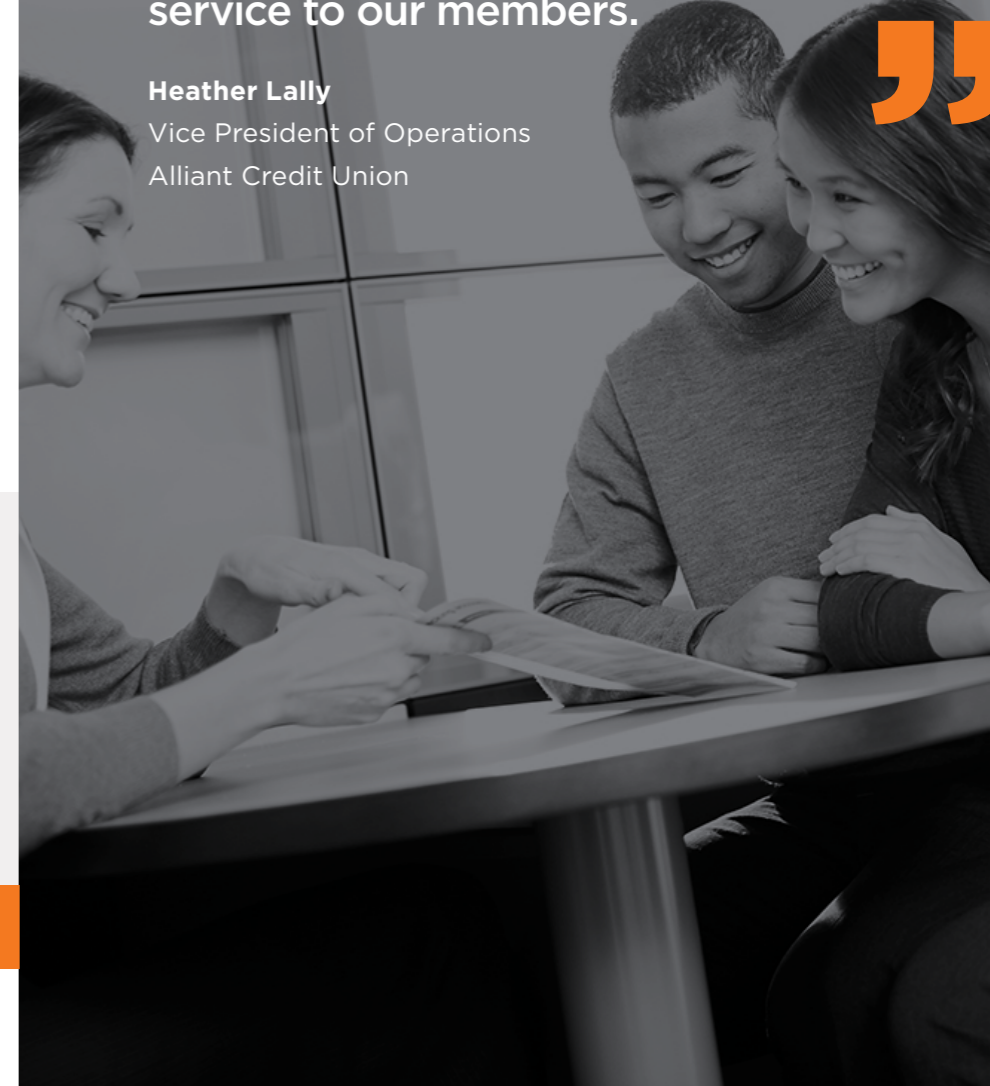
HOVER FOR MORE INFORMATION

GET ALLIANT'S FULL STORY »



We created efficiencies, increased accuracy and lowered costs through structured processing. This allows us to continue to move quickly to provide great service to our members.

Heather Lally  
Vice President of Operations  
Alliant Credit Union







Process override by customer service team leaders is no longer possible. OnBase only allows certain steps for a certain risk classification, so any errors are minimized from the outset.

**Michael Wild**

Head of IT Infrastructure  
Wiener Privatbank



# Wiener Privatbank

## THE STARTING POINT

Wiener Privatbank provides counsel in 22 languages and works with discerning clients around the world. Its diverse customer base makes the process of onboarding them quite complex, time-consuming and costly. For every customer application, clerks had to manually fill in a master datasheet, selecting 15 to 20 different documents from 180 templates. Employees had to repeatedly and correctly re-enter items such as customer names and addresses.

## THE JOURNEY

The bank needed to modernize, comprehensively digitize processes and implement a modern electronic file system. Here's what it did:

- **Simplified the filing system** to eliminate paper and instill transparency at every stage of the process, so everyone involved now knows the current state of the customer application
- **Optimized the customer creation process** by generating barcodes, so the software can easily feed even paper documents that require customer signatures back into the system after signing and automatically assign them to the corresponding application
- **Automated risk classification** by creating a workflow that determines who approves flagged customers and where the documents need to be sent — to compliance or the management board

HOVER FOR MORE INFORMATION

[READ WIENER PRIVATBANK'S FULL STORY »](#)



# Suncoast Credit Union

## THE STARTING POINT

After going paperless with Hyland more than two decades ago, Sun Coast Credit Union uses Hyland solutions on every computer at its 54 branches across Florida, giving more than 1,500 users access to the 550 million-plus documents they need to do their jobs.

## THE JOURNEY

Suncoast Credit Union's sophisticated use of capture and automated workflows led to expansions and evolutions, so the credit union could:

- **Increase membership** by strategically and easily growing their business using Hyland's scalable solutions
- **Enhance speed and accuracy** by integrating OnBase wire workflows with Summit core and FedLine Direct
- **Leverage automated workflows** for important service areas, such as forwarding information and documents through processes and notifying the right people as required

HOVER FOR MORE INFORMATION

[READ SUNCOAST CREDIT UNION'S FULL STORY »](#)



With the ability to easily create workflows and get help complying with regulations, our return on investment is immeasurable.

**Wanda Chambers**  
Senior Vice President  
Payment Services



# About Hyland, a leading content services provider

*We offer expertly tailored solutions for the financial services industry*

Hyland's comprehensive content services solution helps banks, credit unions and wealth management firms achieve their growth goals by leveraging a powerful platform with user-optimized applications and extended services.

Hyland's content services platform provides the modern tools your organization needs to:

- Accelerate growth and business resilience
- Simplify compliance
- Deliver customer experience that attracts and keeps customers or members
- Enables your team to get the job done anywhere

**VENTURE FORTH.** Ready to see what your financial firm could do with Hyland? Evaluate your current-state with the **content services checklist for financial firms »**

i. Forrester, The five key trends that will shape your 2021 content services strategy, 2021.

# Hyland™

Learn more at [Hyland.com/Financial-Services](https://www.hyland.com/Financial-Services)