

Alaskan credit union leverages core system to connect paper, processes to serve members better

“Everyone who needs it has access to the content. No one has to wait for someone to scan it or finish using it, so work gets done faster.”

– Mandi Carroll, Director of OnBase and Records Management
Denali Alaskan Federal Credit Union

OnBase
a Hyland Software solution



The Challenges

- Disconnected applications made document sharing difficult
- Member info at risk from tedious verification process
- Check 21 regulations tough to meet

The Results

- Increases information sharing across the credit union
- Protects member information
- Meets Check 21 compliance standards

The Customer

Above and beyond the lower 48 is a credit union that strives to go above and beyond for its members. Denali Alaskan Federal Credit Union (DAFCU) is known for the personal touches it provides – like eliminating standing in line and embracing new technology to benefit members. Although some may call their practices unconventional, the credit union successfully serves members across Alaska’s frozen tundra.

The Challenges

With multiple branches hundreds of miles away from its headquarters, DAFCU needed a solution to better share documents. Paper-based delays impacted departments across the credit union.

- Disconnected software applications made finding and leveraging valuable business information difficult
- Few ways to verify member information increased fraud concerns and put members at risk
- Check 21 regulations required the credit union to update and upgrade check processing

The Journey

DAFCU relied on daily microfilm and microfiche backups to archive its work. However, not only was it difficult to retrieve information after archival, it was also expensive. The system cost DAFCU more than \$50,000 each year to maintain. The cost, combined with Y2K and inefficiency concerns, prompted DAFCU to find a better solution. Credit union leaders consulted Harland Financial, the developer of its core system UltraData® for options.

The Solution

Harland recommended OnBase to help DAFCU better tie documents to critical credit union processes. Instead of relying on archaic and insecure document processes, DAFCU chose OnBase to keep costs low and members happy.

Tie applications and documents together for better information sharing

If content wasn’t archived in microfilm or microfiche, it was saved in paper. Unfortunately, it’s difficult to share and search for information in any of these formats, let alone tie it to even the most common software.

For example, DAFCU employees responsible for processing direct deposits and checks need to consult many diverse reports each day. Each morning, the employees would come into the office and wait while the previous day’s reports were printed. Although they may just need a few pieces of information on the reports they had to print every page– sometimes as many as 20-30 pages. Not only was there wasted paper in the process, but it was also time consuming to wait for the reports to print, then search through all that content. Finally, once the employees finished processing the paper reports, they manually scanned them into the system.

Now, employees don't need to wait for reports to print, pore through pages of unnecessary paper and scan them. Instead, OnBase automatically pulls, processes and delivers reports and updates every five minutes. Also, employees use OnBase to highlight problems or exceptions and automatically route them to managers for review instead of running paper around the office. Employees have everything they need right on the screens in front of them so work gets done faster and more accurately.

"Everyone who needs it has access to the content," says Mandi Carroll, Director of OnBase and Records Management. "No one has to wait for someone to scan it or finish using it, so work gets done faster." Just as critically, staff access the content right from the software they use the most.

Many of the same employees also take advantage of the OnBase Report Mining Integrations for Datawatch Monarch®. Before using the integration, employees kept check and deposit totals on a long spreadsheet. By the end of the month or quarter, however, it was time-consuming and frustrating to cull through the reports for the exact information they needed.

Now, Monarch takes text reports from OnBase and automatically mines the data. The result is a faster, more accurate process for employees and members.

Instant access to member documents protects members, combats fraud

OnBase not only helps DAFCU staff, but also improves member service. Tellers on the front line now have instant access to everything from signature cards, vouchers and statements. This allows them to answer questions and serve members faster. It also helps them verify identification and protect member assets.

DAFCU also uses OnBase to prevent fraud by putting all related documents in one place. As the credit union has grown, different teams using different criteria have tracked fraud. "We had thousands of documents scattered in multiple locations with multiple names," Carroll says. "I built a workflow in 10 minutes that gathered all the documents together and re-organized them so we can track fraud more efficiently."

Imaging, secure processing to meet Check 21 requirements

Few credit unions must contend with the rugged geography that DAFCU does. With branches spread across Alaska's open expanses, DAFCU needed a way to meet Check 21 requirements and eliminate the one-day delays to get documents from remote locations. Scanning checks into OnBase accomplishes that. OnBase not only helps keep DAFCU compliant with Check 21 regulations, but also reduces check processing costs.

The credit union turned to the solution again when an integration with industry-leader A2iA was announced. Now, OnBase is integrated with industry-leader A2iA to perform courtesy amount recognition, legal amount recognition (CAR/LAR) capture as well. This gives DAFCU a complete Check 21 solution.



“OnBase lets us track processes and prevent problems before they happen. Not only can I see what my employees are doing, but I can see trends and respond to issues before they get out of hand.”

– Mandi Carroll, Director of OnBase and Records Management

Before the A2iA integration, DAFCU employees faced manual data entry with every check. Employees had to confirm that the courtesy amount/legal amount amounts on the check were the same, and then enter the data into OnBase. Although DAFCU gained efficiency by implementing a Check 21 solution, this process was tedious and error-prone and could result in discrepancies across systems.

Now, the A2iA system integrates with OnBase to read the check data automatically and accurately. This keeps employees focused on bigger tasks and ensures accurate deposit information for the credit union.

Why OnBase?:

Regardless of size, geography or core system, OnBase lets your staff view all member information in a single glance. Get locked in on members’ needs and requests instead of chasing down paper or flipping through screens.

- Integrates with diverse software, including core systems, line of business and reporting tools
- Decreases fraud and protect member information
- Meet compliance requirements and reduce paper handling costs

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That’s effective document and process management.

That’s the OnBase difference.

Learn more at Hyland.com/CreditUnions

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