

## First National Bank - Wahoo

### Innovation and Streamlined Banking Procedures

*The First National Bank of Wahoo, Nebraska was organized on the 15th day of July, 1882 and has remained on the corner of 5th and Linden ever since. The First National Bank has been a member of the Federal Reserve System of the United States since 1914 and a member of the Federal Deposit Insurance Corporation since its inception in 1933. They are proud of their heritage as well as the fact they are a locally owned, independent community bank. First National Bank has 27 full and part-time dedicated employees, and continues to be a very stable presence in Wahoo.*

#### The Problem:

First National Bank began researching document management solutions in 2004. They wanted to be able to keep all of their loan files together for convenience but as their company continued to grow they found themselves running out of space. In addition to a lack of space, they were worried about the overall security of their documents. When considering FileBound, FNB had two branches with only one president for both branches. The bank president was transporting folders in his car while commuting between offices, which made it difficult to keep them organized. This practice also put them at risk of violating company and regulatory security policies. First National Bank was running out of room and spending too much time hand delivering files between locations.

First National Banks also began to see problems with internal efficiency. FNB has a process of adding memos to their client's files when necessary. When a memo needed to be added a secretary would physically pull the file from storage, put it in a typewriter, type out the memo and then file it on a cart that would make its way around the bank until each officer had a chance to read the memo. When that was finished the secretary would alphabetically re-file the document back into storage. This very cumbersome process took up valuable time for both the secretary and the officers at the bank. In addition files would pile up as they waited for an officer to confirm the memo, making it very difficult to find specific files when needed.

#### The Solution:

First National Bank considered many options in their search for a solution, but at the end of the day FileBound proved to be the best choice both financially and

Document Imaging • Content Management • Workflow • Electronic Forms Generation • On-line Access • Application Integration

#### Industry:

- » Banking

#### Application:

- » Loan files
- » Banking processes

#### The Problem:

- » Storage Space
- » File mobility
- » Time consuming memo procedures

#### The Solution:

- » FileBound Content Management Solution

#### The Benefit:

- » Streamlined banking system
- » Added security for all mission critical content
- » More time to focus on customer service

*Case Study: First National Bank - Wahoo*

functionally. FNB decided to scan files in themselves rather than pay a third party. Their idea was that everyone has down time and in their down time they would scan files into FileBound. This process proved to be very valuable to the company. In addition to saving money by scanning the files in themselves, they were able to eliminate many files. President and CEO Steve Sallenbach describes the experience, "the whole process took about six months, but once they were in, they were in, and it seems like every day we are saying 'hey this is great!'".

Now that FileBound has successfully been implemented into their company's culture, FNB has been able to discover new ways to utilize the diversity of such a powerful solution. Their process of adding memos to files still remains; however, they utilize the workflow module which saves them valuable time in the process. When a memo needs to be added to a file the document is automatically retrieved from FileBound and the memo is added. From there, the file is automatically routed to all the appropriate officers and re-filed in its proper place. Throughout the approval process the file is still available if needed for other processes. FNB is always looking for new ways to use FileBound. What started off as a solution for their loan department, is now being considered for payroll and human resources as well. FileBound has proved to be a great fit for First National Bank; "we really like it," says Steve Sallenbach, "I would say to any prospect, 'you definitely need to do this!'".

### FileBound Results:

Thanks to FileBound, First National Bank can confidently grow knowing they have the security and functionality to do so. By implementing FileBound as their document management solution, FNB was able to eliminate over a third of their storage space as well as streamline many cumbersome processes within the bank. They no longer have to haul files between branches and adding memos is a breeze. The time saved allows the secretaries and officers to focus on what is most important: providing personalized service through a dedicated staff to offer the best possible banking experience that will meet all of their customer's financial needs.

### Bottom Line:

FileBound efficiently streamlines processes and secures documents, allowing organizations to confidently look to the future.