

Case Study



Firefly Credit Union

Focus on Scanning Turns Months-Long Backlog Into Same-Day Processing

Firefly Credit Union leveraged Nautilus® Advanced Capture from Fiserv to automate and streamline its scanning process, resulting in increased operational efficiency, complete document files and the elimination of scanning backlogs.



Firefly Credit Union has been in business for 90 years. As the first credit union to open in Minnesota, it has a long-held reputation for servicing the community. As part of that reputation, the credit union prides itself on fulfilling member requests on a timely basis. However, scanning backlogs were making it difficult to respond quickly to member requests for documents, and some documents were getting lost in the shuffle.

The credit union's Operations team was looking for ways to eliminate the scanning backlogs and create efficiency and effectiveness of the document scanning process. The primary challenges associated with the process included:

- Branch Operations staff had multiple responsibilities beyond document imaging, resulting in various team members being involved in the process without a defined specialist or process owner
- Document imaging was not a high priority for Operations, so it received limited focus by team members and management
- The scanning backlog reached over three months for some types of documents, including membership and lending documentation
- Many documents were being classified incorrectly due to lack of a standard across all team members
- Business units were not engaged in helping to identify or classify unstructured content because they didn't see the value in doing so

Client Profile

Firefly Credit Union, previously named US Federal Credit Union, began serving Minneapolis postal employees in 1925. The credit union prides itself on its cooperative nature, devotion to the democratic process, and desire to give back to its members and community. Today, the \$1 billion credit union serves more than 70,000 members and operates eight branches in the Twin Cities area. It offers a full slate of accounts, loans and credit cards for individuals, as well as business accounts and loans.

An external audit brought attention and renewed focus to this process when it identified issues with missing documents, which included membership applications. This required branch Operations staff to follow up with members to obtain the missing documentation.

The Right Processes and Technology

To address these issues, the executive team decided to transition the document scanning responsibility from the Operations team to the Information Technology department. In addition, two full-time imaging representatives were hired and dedicated to the document-scanning process.

The credit union implemented Nautilus Advanced Capture to automate document classification and more effectively manage the increase of documents

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being scanned without having to hire additional scanning specialists. Firefly Credit Union uses XP2® from Fiserv for account processing, and the tight integration with Nautilus makes accessing and using documents in Nautilus much easier and more efficient for users.

The credit union chose Nautilus Advanced Capture because it had already invested in Nautilus for enterprise content management, and it made sense to leverage and expand on the existing solution. In addition, the IT team was familiar and comfortable with Nautilus and its capabilities, which reduced the learning curve when adding new functionality.

Designed for Success

To design the new, enhanced process, the IT team members shadowed their Operations counterparts to learn what documents were being scanned and how the current document imaging process worked. Each document form was reviewed for structure and purpose. The new team members began reaching out to those business units with the highest volumes of daily work to ensure the credit union was getting a high-volume sampling, as well as to address the high-volume branches first. The review evaluated focus points, such as ensuring the documents were structured and categorized to be easily accessible.

Nautilus Advanced Capture was then used to streamline and eliminate manual indexing for many existing and new documents. More than two dozen Nautilus templates were configured to automate the document classification process.

From Months to a Day

With the new process and technology in place, Firefly Credit Union was able to quickly eliminate the membership and loan document backlog. The average monthly number of documents scanned more than tripled without causing any new delays to the process. Daily work is now processed the same day documents are received.

The efficiency gain has not gone unnoticed throughout the credit union. Although the

Challenge

Firefly Credit Union was experiencing severe scanning backlogs when it came to document imaging, which affected not only internal efficiency, but also member service. The credit union identified process improvements to help the situation, and it needed the technology to drive those processes.

Solution

The credit union was already using XP2 for account processing and Nautilus for enterprise content management, so it made sense to implement Nautilus Advanced Capture to streamline and eliminate manual indexing for many document types. The tight integration between Fiserv solutions makes accessing and using documents in Nautilus much easier and more efficient.

Proof Points

The credit union was able to quickly eliminate the membership and loan document backlog. The average monthly number of documents scanned more than tripled, and new scan queues were established. Daily work is now processed on the same day the documents are received.

business units didn't understand the value of scanning documents previously, they now proactively submit requests to have documents scanned.

Next, the credit union plans to further expand the scanning process to tackle additional member product and service documentation, as well as human resource documents.

Connect With Us

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