

Case Study



Associated Bank

Enterprise-Wide Use of Content Management System Leads to Impressive Results

When Associated Bank needed a tool to tackle new process automations, it turned to Nautilus® from Fiserv. The bank saw Nautilus as the solution to take its content management strategy to another level, beyond gains in paperless processing.



Associated Bank was no stranger to the benefits of minimizing the use of paper through technology. But in order to achieve real cost and time savings, they needed a solution that could provide even greater efficiencies by automating processes throughout their organization.

There was already a history of document management systems within the bank, but it wasn't an enterprise-wide system. Through an acquisition, the organization inherited Nautilus and adopted it as its enterprise content management solution.

"Expanding our use of Nautilus from an archival system for paper documents to a workflow-focused strategy was a natural progression," said Candice Ollila, VP, Business Solutions Manager, Associated Bank

"Using Nautilus as an enterprise standard tool for automation has transformed departments, reduced turnaround time and cut down on manual processes. There really isn't any area of the bank that doesn't rely on Nautilus."

Candice Ollila
VP, Business Solutions Manager
Associated Bank



Client Profile

Headquartered in Green Bay, WI, Associated Banc-Corp is a diversified bank holding company with total assets of \$30 billion. It has approximately 240 banking offices servicing more than 150 communities in Wisconsin, Illinois and Minnesota. The company offers a full range of traditional banking services and a variety of other financial products and services, and is the official bank of the Green Bay Packers.

Nautilus Becomes Integral

Associated Bank successfully implemented Nautilus into almost every business line and function, using the solution to control, organize, streamline and structure documents for easy access.

For Associated Bank, some of the biggest efficiency gains have been in default loan servicing. The bank implemented electronic workflows for foreclosures, collections, loss mitigation and bankruptcy processes, replacing a paper-laden nine-step process with four digital steps.

Now, when a loan goes through default, the bank tracks processes and workflows in Nautilus, ensuring all required loan origination documents are accounted for. Associated Bank uses Nautilus to communicate with attorneys, who are able to send legal documents through a secure site. Nautilus collects the legal documents and assigns them to the next person in the workflow for processing.

“Because default services processes are highly regulated and the timing is critical, we’ve built in timers, notifications and escalation points within the workflow to make sure we know what needs to be processed and when,” said Ollila.

Enterprise-Wide Efficiencies

Associated Bank implemented Nautilus as an enterprise-wide solution in 2013, which has had a big impact on day-to-day operations. Having Nautilus at everyone’s disposal gives the bank greater flexibility and increased efficiency. For example, when the bank’s disputes department needed a workflow to manage a new regulatory need, the bank was able to implement it very quickly—without dealing with license counts.

In December 2015, the bank began using Nautilus to replace a very manual disputes process that included paper files, spreadsheets, a database and more than 100 letter templates for various types of disputes. The automated system now includes custom forms, automation of cases for specific scenarios, and email notifications for internal and external partners. The bank plans to integrate signature and document composition to further streamline the process.

Specific results of this implementation include:

- 78 percent reduction in the number of letter templates
- Automated reporting and retention
- A consistent processing experience across dispute types
- Improved accuracy of dispute case reporting

Deposit Operations

Using Nautilus, an average of 65,000 electronic deposit documents are sent from branches to bank operations each month, with a third of these documents now identified, validated and directly archived without any manual intervention. Turnaround time has been reduced from about 10 days to same-day. In addition, exceptions are pulled into a separate workflow, which reduces time spent on validation, and personal bankers get almost immediate feedback indicating their documents were processed successfully.

“It is our goal that when a document comes in, it stays electronic,” said Ollila. “And if a document is able to be signed electronically, we process it electronically, too.”

An additional challenge Nautilus solves for the bank is what to do with data once a system is retired. Using Nautilus, Associated Bank is able to grab the data to create searchable electronic forms that can be used to build future reports, if needed.

Associated Bank continues to look for ways to reduce its paper and associated printing costs, knowing that a five percent decrease in printed pages equates to nearly \$50,000 in annual savings. To notify customers that electronic notices and communications are available for download, Associated Bank successfully implemented a workflow that integrates the bank's core system, Nautilus, online banking, data warehouse and bank operations. As a result, the bank is projected to reduce its annual printing and mailing costs by more than \$100,000.

Benefits Continue to Build

Associated Bank is able to make efficient use of staff resources in all areas where the full use of Nautilus is deployed. Several Nautilus modules have become particularly integral to the bank's operations.

Nautilus Application Enabler

The bank's frontline staff uses Nautilus Application Enabler to directly view deposit documents stored in Nautilus without launching the solution. Staff members are able to grab data from other line-of-business applications and automatically trigger workflows in Nautilus to speed processing for various operational areas across the bank, such as the loan department. The bank's loan department uses Application Enabler to pull up documents quicker for underwriting, which leads to quicker decision making.

Nautilus Records Management

This tool provides controls surrounding retention of documents archived in Nautilus. An automated workflow enables the bank to put documents on legal hold, which saves staff from manually searching for every document or account on hold so it's not inadvertently purged.

Nautilus Virtual Print Driver

With Nautilus Virtual Print Driver, the bank is able to store printable documents in Nautilus without scanning. This capability enables Associated Bank's staff to take care of its documents directly without passing them along to another department.

Nautilus Report Services

This reporting tool helps Associated Bank retrieve business process statistics driven by Nautilus, which gives end users and departments more insight into their document processes and results.

Next Steps

The bank still has more efficiencies to be gained, as well as benefits for its customers. Associated Bank already enables its customers to access electronic statements and tax forms online, and it has a goal of increasing customers' ability to receive and submit documents via web portals.

All third-party documentation is now archived in Nautilus and the bank is moving toward enhancing this capability with all contracts. Treasury management documents are currently stored in Nautilus, but they're physically scanned into the solution. Associated Bank plans to soon use e-signatures and electronic workflows for added efficiencies in that department.

"We continue to look at every process, implementing workflows in a similar way so processes are transferrable from department to department," said Ollila. "Associated Bank is using Nautilus throughout our organization to bring operations into the new age."

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Challenge

Associated Bank already knew the value of minimizing paper-based processes with a document management system. It wanted to achieve even better results by applying the use of document management technology throughout the enterprise.

Solution

Associated Bank adopted Nautilus as its enterprise content management solution and began to transform its usage from archival-based to workflow-based. The bank takes full advantage of Nautilus capabilities, targeting its default loan servicing and deposit operations, which now operate in a virtually paperless environment.

Proof Points

The transformation has saved Associated Bank significantly in both time and money. Within deposit operations, a third of the 65,000 electronic deposit documents sent to bank operations each month require no manual intervention. In default loan servicing, the bank was able to automate reporting and retention, reduce reporting errors and implement consistent processes.

Connect With Us

For more information about Nautilus, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com/nautilus.



Fiserv Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com