



Technology Crosses the Threshold from Expenditure to Revenue-Enhancer for American Chartered Bank



Deploying technology that enhances a company's market position can pay big returns to retain customers.

Chicago commercial bank American Chartered Bank (ACB) makes personal and extra services to business customers a top priority. It has and continues to win much of its business from firms that switch from larger banks.

Founded in 1989 with 14 branches in the Chicago area, privately held ACB chose to expand its reach nationally. It needed a new approach to better serve its hundreds of small to mid-market business customers to maintain its big bank appeal, while staying rooted to its personal touch approach.

The Challenge

ACB adopted a remote deposit system shortly after the Check Clearing for the 21st Century Act (Check 21) went into effect, in late 2004. Check 21 made electronic check capture and exchange a reality – giving banks and businesses a far more efficient method of processing checks.

But the system ACB used required manual installation. Its IT staff had to travel to every customer location to install software. Moreover, IT handled many technical support requests before, during and after installation.

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-Bill McGuckin
Second Vice President
Treasury Management
Services

The Solution

Working with Integrated Document Technologies, Inc. (IDT), ACB launched a new remote deposit system from Eastman Kodak Company that allows customers to scan checks and make deposits electronically via a secure Internet connection, greatly simplifying the bank's prior remote check processing system.

All of the advantages of electronic check processing are now as close as a customer's personal computer: deposits can be made as late as 5:30 p.m., and checks clear the same day.

The online approach alleviates many of ACB's past challenges. ACB simply ships the KODAK Scanner, and via an online meeting, walks the customer through the scanner installation and complete user training process. The customer is then ready to deposit checks the same day, without ever leaving their office setting, speeding cash flow from days to hours.

With no software to install and no physical data transfer, the online system is much more attractive to ACB customers. The transaction is completed through the Internet, and the bank processes the files in batches daily.

"Many businesses today prefer a Web browser application, mainly because of conflicts with corporate security policies surrounding third party software applications and firewall issues," said Paul Szemplinski, IDT President.

"For customers, this technology is like having their own bank branch in their office," said Bill McGuckin, Second Vice President of Treasury Management Services, American Chartered Bank. "This has been a good add-on service that helps us keep clients – and one that proves we are there for them."

Kodak's Web-based service is ACB solution from IDT

ACB reviewed several online systems, and consulted with IDT to select Kodak's Web-based service. The system's overall ease of use, competitive costs and IDT's local service were key factors in the Bank's choice.

The new ACB branded remote deposit system includes:

- ✓ Designed for consumer-facing environments like teller lines and back-office areas, the scanners permit as many as 30 items to be scanned per minute, and can be equipped with an imprinter to add custom tracking or bank information to paper checks. KODAK i6015 & i6060 Check Scanners that capture high quality digital images of paper checks.
- ✓ An Internet hosted platform for the remote deposit software, managed by IDT and Kodak's hosting solution partner CFC Technology Corporation, Minneapolis.
- ✓ Full system implementation and training services from IDT and CFC Technology.
- ✓ Technical support as needed from IDT, and Kodak's worldwide field service support organization, KODAK Service and Support, for the KODAK Check Scanners.

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