

IDC-distiller™ at Eastern Financial Florida Credit Union

Improving operational efficiency,
enhancing customer service

RESULTS

- ▣ Reduced time to prep, scan, and index documents from several weeks to 24 hours
- ▣ Improved document imaging department productivity by 100%

Eastern Financial Florida Credit Union (www.effcu.org) is the largest credit union in South Florida, with over \$2 billion in assets, more than 213,000 members, and an enviable reputation for exemplary member service. Dee Raber, Assistant Vice President of Document Management, knew that in order to continue to deliver superior member services while pursuing an aggressive growth plan of opening two new branches a year, Eastern Financial needed an intelligent document management solution capable of handling the massive volume of documents generated to support the credit union's growing member base.

Eastern Financial had been using another imaging technology solution since 1995, but Raber determined the credit union required a more efficient solution. Additionally, Eastern Financial wanted a single solution that could scale to manage all aspects of its document management operations, including COLD reports (Computer Output to Laser Disc), account statements, web transaction summaries, check images, signature cards, and other scanned documents.

"We had to address the inefficiencies inherent in a paper-based operation," says Raber. "Eastern Financial's senior management determined that we needed to give our members instant access to their account information, no matter which credit union location they were requesting services from. That meant automating the classification and indexing of documents so that content from the previous day-- even 600-page mortgage folders-- would be available the next day. We needed to disseminate member information to front-line service representatives at each location."

Technology Partner vs. "Vendor"

To address Eastern Financial's needs, Raber selected IDC-distiller, the intelligent data capture and classification solution from Brainware®. "We were looking for a technology partner rather than a vendor," notes Raber. "We required a solution that could interface with anything we brought into the company. Any vision or need we had, Brainware made it happen."

Using IDC-distiller, Raber's team handles over 30,000 pages of member documents a day. In tandem with EFFCU's document management system (DMS), IDC-distiller automates the process of sorting, indexing, and archiving member signature cards, loan documents, check images, and other scanned documents. "Before Brainware, we were never caught up," recalls Raber. "Today, documents are available to Member Service Representatives (MSRs) across our entire branch network by the next day of service."



"If we did not have Brainware, I would have to increase my staff to 35 to handle the additional workload," Raber continues. "Instead, we've kept our additional headcount to a minimum, simply adding part-time employees as needed to cover our growth. Thanks to IDC-distiller, our document imaging department's productivity has improved by 100%."

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*Dee Raber
Assistant Vice President of
Document Management
Eastern Financial Florida Credit Union*

About Brainware, Inc.

Brainware, Inc. provides Global 2000 corporations and government agencies with fast, structure-free access to critical information locked in the growing avalanche of organizational databases, emails, document archives, images, and file servers. Brainware's IDC-distiller™ routinely speed processing of invoices, accounts payable, and customer orders by 60% to 80% "right out of the box," and the Globalbrain™ Suite (of Personal & Enterprise editions and OutlookAccess) provides context-based, high-speed search and retrieval of the "right" information from voluminous files and systems. Headquartered in Dulles, Virginia, Brainware maintains operations throughout North America and Europe.

For more information, please visit www.brainware.com.



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