



## CASE STUDY

### IMPROVE EFFICIENCIES WITH DECENTRALIZED DOCUMENT ACCESS, INTEGRATED TRACKING, AND INTERACTIVE REPORTING

#### THE COMPANY

First Internet Bank opened in 1999. The first FDIC-insured institution to operate entirely online; they are a branch-less bank operating in all fifty states. First Internet Bank works to provide the service expected from a community bank to an expanding, modern community not defined by geographical boundaries. They attribute much of their success to a culture that fosters open communication, creativity and innovation. From the inception of an online-only community bank to progressive ideas for enhancing efficiencies in daily operations, pursuing innovative solutions has always driven them.



#### ESTABLISHED

December 28, 1998



#### ASSET SIZE

\$3.5 Billion



#### CORE SYSTEM

FIServ DNA



#### DMS PROVIDER

PROFORMANCE

#### THE SITUATION

With their unique geographic footprint, First Internet Bank may not be your typical community bank, but they faced many of the same challenges as their traditional community bank peers finding that some systems and procedures were not poised to handle rapid growth. Describing their previous processes as being “clunky and not helpful”, lending staff lacked an efficient way to retrieve documents, with lenders submitting document retrieval requests to the back office in a slow and inefficient process that also burdened the operational staff. Exacerbating operation staff burden was the time spent providing credit files to auditors and examiners and being unable to efficiently track document exceptions. The team quickly realized they needed a solution for digital document management and exception tracking. As a creative and industrious bank, they researched systems that would help automate both document management and exception tracking, but were surprised to find very few systems that provided quality solutions for both of these functions.



**PROFORMANCE**  
The Information Access Company

## THE SOLUTION

First Internet Bank engaged PROFORMANCE to implement INFO-ACCESS for document imaging and requirement tracking. PROFORMANCE consulted with and helped establish best practices for document management and requirement tracking.

Previously, the bank used digital document images primarily as a source for disaster recovery and relied heavily on the use of paper files. Digital files largely consisted of a single file containing all documents for a single transaction. With INFO-ACCESS, the files were split into unique document types, expiration dates were programmed, a digital folder system was set up, and a core interface was created. The result: the ability for all users to quickly navigate through complex customer relationships and retrieve the exact document needed in an organized system.

## THE BENEFITS

- All users, not just operations staff, now have instant access to all documents. The user-friendly layout and navigation features empower every user by giving them the information they need at their fingertips, making both sides of the institution more efficient.
- An organized digital filing system for documents with color-coded requirement icons makes viewing what's in file versus what's outstanding easy for everyone.
- System configured requirements, integrated document/requirement tracking, scheduled reports, and interactive work queues free up operations staff to focus on more important projects by eliminating siloed functions.
- Highly stratified document types organized into folders, following PROFORMANCE's best practices, allow auditors and examiners to use the systems as well, meaning that staff no longer have to gather and track paper files.
- Beyond simple document archival, retrieval, and tracking, INFO-ACCESS delivers further value by aggregating relationship data to provide integrated borrower exposure analyses and collateral valuation calculation and tracking.
- Lenders and management gain the ability to closely monitor activity within the portfolio using interactive and on-demand reporting tools that require no database programming knowledge to run, build or schedule.

The next goal was to automate the tracking of required documentation. INFO-ACCESS enabled the bank to create requirement sets for the various entity, loan, deposit and collateral types which are then added for tracking by the system - not a staff member. From there, the system looks for documents that match the tracked requirements. If a matching document is found, the requirement is fulfilled automatically. If an appropriate document is not found, the requirement turns into an exception, updating interactive work queues and reports without any further action from the team. Color-coded requirement icons make it easy to identify missing documentation while the integrated document and exception tracking functionality eliminates the need to reconcile the credit file.



"We feel like we are extended family. You don't get that with many vendors. We try to operate and serve our customers in that way, so it's nice to work with vendors that have the same attitude. You aren't opening a ticket, you're dealing with the same people. [PROFORMANCE is] very responsive and very customer service oriented."

Teresa Richter  
Vice President of Loan Operations  
First Internet Bank

## About Us

We provide a configurable information management and workflow system that integrates many functions across the institution into one best of breed system that is ready to go - no staff developers or process building needed.

## PROFORMANCE

www.proformance.com  
(281)292-9000  
pfsales@pf-inc.com