



FileTrail[®]

RECORDS MANAGEMENT

CASE STUDY:

Multi-state bank selects FileTrail over others to track loan files.

CLIENT PROFILE

CITY NATIONAL BANK

CLIENT SUMMARY

City National Bank is a community bank serving portions of WV, KY and OH. One of the most profitable publicly traded banks in the U.S., (as City Holding Company) was named the American Banker Association's (ABA) Top Performer for two years running. City contributes generously to the United Way and other causes. In 2004, City was honored with the Governor's Service Award for programs such as its Adopt a WV Service Member, which helps individuals and groups send care packages to U.S. military members.

FILETRAIL PRODUCTS & FEATURES IMPLEMENTED

- » FileTrail Records Management - Tracking and management of physical records.
- » Integrated label-designer and on-demand printing of color coded labels.
- » Mobile barcode device for boxing files, checking in, checking out, and conducting audits.
- » Scheduled synchronization of client/engagement and user/security data with upstream systems.



FileTrail has been a powerful but cost-effective off the shelf solution to our file inventory and tracking needs.

ED LOGAN

File Vault Team Leader
City National Bank



BACKGROUND

As a \$2.6 billion bank that serves retail and commercial customers, City National Bank [City] needed a better solution for managing 70,000 active loan files, and ensuring responsive service to internal and external customers. They had outgrown the capabilities of an existing BACKTRACK[®] system and needed a system with flexible search and reporting capabilities.

Existing processes at City were no longer suitable for the volume of business. Getting new loan data into BACKTRACK required someone to run an import of new loan data each day and updates required manually entry. If there was a lost file, the only way to track its location was to send an email to the person to whom the file was checked out. In many cases, the file had been passed on to someone else and it would take an hour or longer to find the file.

SELECTING FILETRAIL

City evaluated several file tracking systems and selected FileTrail. FileTrail distinguished itself based on its technology and configurability.

City really liked that FileTrail is completely browser-based. In contrast to systems that have a Windows application for the file room and a browser application for other staff, FileTrail is one product that works the same for everyone. The important implication is that you can give any combination of features to any user through security. When you have two applications with very different features sets you don't have that flexibility without making that user login to both parts.

"We needed a state-of-the-art system that allows real time tracking of files, and is scalable, flexible, and highly user-definable," said Ed Logan, File Vault Team Leader.

Another key difference that City felt was important was the ability to define an unlimited number of fields for any number of different types of records. And with seventeen (17) data types the fields really behave the way they are needed in searching, data entry, viewing and sorting. The ability to configure different search forms and results for different groups of users was key to City.

Sometimes not knowing what exists can be a big problem when access to data is limited. Before FileTrail, only the vault staff had access to the data in the tracking system. The only way the rest of the bank knew if a file existed was by looking through a printed report that had been created by their in-house programmers.

"Accuracy and the speed of file tracking has been the biggest impact for us," said Brenda Swilley, File Room Specialist.

FileTrail.

FileTrail is the leader in information governance for regulated industries throughout North America, the UK and the EU.

Through long-term, partnering relationships with leaders in financial, energy, life sciences, and other industries, we have built knowledge that is reflected in our solutions.

As your partner, we guide you through the implementation of your IG strategy. We deliver physical records management, visibility and disposition of documents across your many repositories, and archiving of documents to lower cost storage.

We integrate with a major EDM systems, file shares, major financial systems, and security provisioning systems, to create a fully integrated and automatic solution that saves labor, reduces costs, and reduces reliance on internal IT staff.

Stay on track with FileTrail. We'll help you get there. Contact us today for a quick discovery call.

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Using FileTrail, everyone saves time. The report no longer needs to be generated, staff doesn't have to look up more information to be able to use the report the way it is sorted, and searching is on-line — not in a report. Anyone at the bank can now search in FileTrail, see what files exist, find out where they are, and request them without leaving their desks.

RESULTS

Streamlining Operations

City has been able to make many time-saving changes to processes using FileTrail. As a result, City has improved efficiency and accountability both in the file vault and throughout the organization.

One big change has been in the ability to use FTMobile™, FileTrail's portable file tracking platform to conduct audits, re-shelve files, and transfer files. Audits were completely manual in the legacy system.

"Portable scanning was not supported by our old system," said Logan. "Currently, we use the wireless scanners to perform shelf audits on a regular basis. It is considerably faster since there is not a dock-and-upload process to complete."

Another key change is in automating retrieval of files. Under the legacy system, staff would have to research what they needed in a report that was produced periodically, then email or call the vault. Often, the files needed were not in the vault, but had already been checked out.

With FileTrail, staff easily find what they need, and can confirm it is in the vault before placing a request. When a file they need is already checked out, they can go directly to that person and get the file.

"With the Task Request and Check-Out Request features, FileTrail eliminates excessive email and phone requests," said Brenda Swilley. "Being able to see who has a file has raised accountability and encourages them to use the transfer function when they give a file to someone else."

Top-Quality Service

FileTrail is focused on the customer experience and providing the best records management software. We deliver a flexible solution that gives our customers the fit of a custom application for the cost of a product.



With both the up-front savings in checking files in and out, and the back-end time savings — doing a lot less research — we have seen a 30 to 40 percent savings of labor over our old system.

ED LOGAN
File Vault Team Leader
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