



Case Study | Financial Services | Westfield Bank

Bank increases service levels and accuracy, decreases cycle times

Customer

Westfield Bank

Size

\$1.5 billion in assets
200+ employees
12 branches

Location

Westfield, MA

OnBase Integrations

Fiserv DNA core banking platform

Departments Using OnBase

Enterprise-wide

The Challenge

Across Westfield Bank and its 12 branches, paper was becoming a problem.

While data was safe and accessible in the Fiserv DNA™ core banking system, related documents were paper-based. This led to slow processes and long customer wait times. Meanwhile, employees were chasing paper instead of helping customers – or getting work done.

That all changed when Westfield turned to OnBase by Hyland.

The Solution

Eliminates 30 minute waits for customers

Before OnBase, there were times when customers would visit branches without identification like driver's licenses or signature cards to support their transactions. In order to complete these requests, tellers would have to call the bank's main office and wait for someone in operations to find copies of the original documents and fax them back.

"Customers had to wait at least 30 minutes when tellers had to contact the main office for documents," says Andrew Weibel, assistant vice president of Information Systems. "Now, tellers access OnBase and verify customers in seconds."

The faster service not only keeps customers happy, but it also gives Westfield a competitive edge. And, since OnBase easily integrates with Fiserv DNA to share information, employees have one place to quickly find information.

Eliminates preparation time for audits and provides auditor self-service

Banks are facing increased scrutiny from all angles. Often, this comes in the form of accounting and records audits to make sure the bank is following proper procedures.

For Westfield, every audit meant hours – sometimes days – of preparation time. Each audit required at least one employee to spend a day in the basement file room searching for records and documents. If one of the files was misplaced, misfiled or on someone's desk, that delayed the process and frustrated the researchers.

"OnBase lets our staff focus on customer service. Even if it gives them just a few extra minutes, that's more time to get to know customers and cross-sell."

– Andrew Weibel, assistant vice president of Information Systems, Westfield Bank

“OnBase stood out because of its versatility. We started small, but now are fully spread across the entire bank.”

– Andrew Weibel

Now, there’s virtually no preparation time required and no dusty files to search through. Instead, with all documents and records captured electronically, Westfield simply gives auditors limited access to OnBase. The auditors search for and find what they need themselves.

Optimizes processes across the enterprise

Westfield also uses OnBase to automatically index documents as they’re scanned into the system. That means less work to do before and after scanning a document.

All of this adds up to faster, more accurate processing – keeping costs low and service high. That’s why Westfield continued to extend OnBase to all its departments.

“OnBase stood out because of its versatility,” says Weibel. “We started small, but now are fully spread across the bank.”

For example, in the accounts payable department, instead of waiting up to a day to send and receive invoices through interoffice mail, Westfield employees immediately scan them – saving time and money.

The accounting department uses OnBase for a quicker, more effective employee expense report process. Employees used to staple receipts to printed reports, meet with managers for approval and then get in the teller line with customers for cash reimbursements.

Now they simply submit an e-form with electronic receipts attached to them. From there, workflow automatically forwards it to the correct manager for approval or denial, sending the expense report back to the employee for changes or HR for input into payroll. Instead of taking two days and making employees run around to find managers, the process takes about an hour.

By decreasing its dependency on paper, Westfield doesn’t just optimize processes, it also saves money on shipping and storage – setting the bank up for continued financial success.

The Difference

Increases teller-customer interaction: With instant access to documents and information, Westfield delivers quick, accurate and helpful customer service.

Makes audits easier: Not only are records instantly accessible, auditors can be given limited remote access to information, eliminating on-site visits.

Increases process speed and accuracy across the bank: With paper out of the way, employees find what they need, when they need it, keeping work moving effectively in every department.

Learn more at OnBase.com/Banks »