Case Study: Outsourcing Check Scanner Fulfillment

Executive Summary

Since 2005, InStream has provided over 16,000 check scanners for 7,000 commercial clients and over 1,500 branch locations of a Top 20 U.S. Bank with $150B in assets under management. The Bank and its clients use these check scanners to process over 200 million checks per year. By working closely with the Bank's treasury management team and internal branch operations, InStream helps keep cash flow moving smoothly for the Bank's clients.

A Top 20 Bank

To provide better customer service and capture new clients, the Bank was one of the first to implement remote deposit capture (RDC) in 2005. The Bank quickly realized that delivering and servicing check scanners does not lie within its core expertise, so they turned to InStream—a company with deep experience with all major brands of check scanners, equipment service and document imaging. Partnering with InStream made the process so hassle-free, that InStream was called upon to fulfill and maintain check scanners at all of the Bank's branch locations.

InStream Outsourcing Benefits

For RDC:

- Simplified scanner fulfillment for over 15,000 scanner placements
- Simplified scanner maintenance through advanced unit replacement (AUE)
- No need to add staff internally for this non-core service
- Fast and efficient rollout of the service, shortening time to market

For Branch Capture:

- Elimination of costs to transport checks from 1,800 branches to a centralized processing facility, saving thousands in administrative expenses every month
- Ability to leverage the RDC scanner procurement infrastructure internally

Scanner Fulfillment Part 1: External Cash Flow Optimization

After a successful initial pilot, the Bank realized that check scanner fulfillment and service would be difficult to scale for its current customer base. Based on the total number of customers who would use this service, they would have to make a significant investment in people, process and scanner inventory to meet growing client needs. Since this is not part of the Bank's core business, they turned to InStream for help.

The Bank established a web based ordering system. Orders made with a simple form triggers InStream to send a scanner and information about different maintenance contract options to the Bank's client. InStream ships the scanner from their stock of models approved by the Bank. If a scanner needs maintenance, InStream arranges for it to be picked up and provides a replacement scanner the next business day.

The Bank was able to implement RDC quickly and efficiently with InStream's help, ultimately reaching over 7,000 client scanning sites across the Bank's reach. This eliminates unnecessary trips to the Bank and gives clients faster access to their funds, while the Bank benefits from a streamlined process. Monthly meetings between the Bank and InStream help ensure that everything runs smoothly. RDC was such a customer success; the Bank looked at similar fulfillment capabilities for their branches.

CONTACT

InStream
Nashville (Headquarters)
240 Great Circle Rd., Suite 342
Nashville, TN 37228
(615) 415-6000 phone
(866) 593-6640 fax
mhinson@instreamllc.com

Atlanta
250 Hickory St., Unit 6302
Woodstock, GA 30188
(678) 761-2790 phone
(866) 871-0841 fax
sstoltzfus@instreamllc.com

www.instreamllc.com
Scanning Fulfillment Part 2: Internal Deposit Streamlining

For banks with many branches, centralized check processing can be expensive and time-consuming. Transporting checks to a centralized processing facility represents extra cost per check and delayed processing, so it’s best for each branch to scan their own checks.

Instead of having each branch implement their own solution independently, the Bank’s headquarters saw operational and service consistency benefits from having a common, easily supported solution from both a system and equipment perspective at each branch location. This includes existing branches and those acquired through acquisition.

Since the Bank already outsourced check scanner fulfillment for RDC to InStream, it was a no-brainer to use InStream again to outsource check scanner fulfillment for internal branch operations. To date, InStream has fulfilled check scanners to over 1,800 locations of the Bank.

In The Bank’s Words

“InStream understood our time-to-market issue, and created a service that exceeded our needs,” said the RDC Product Manager. “We were able to implement this service faster than our competition, which resulted in higher customer adoption rates.”

“The savings of using InStream for branch check scanner fulfillment has exceeded our objectives,” said the Bank’s Sr.VP of Regional Operations. “The efficiency of our back-office operations has improved dramatically, quality has improved, and the speed of check clearing has improved. We’ve seen a reduction in risk related to checks needing to be cleared faster, and we can identify fraud faster. We achieved a positive ROI in the first full year. Other banks are playing catch-up, while we’re ahead of the curve.”

Win-Win-Win

With InStream, the Bank was able to both dramatically reduce their administrative costs as well as speed customer adoption of RDC. With branch capture, the Bank realizes thousands per month in operational savings and increased cash flow. This is part of the reason InStream is one of the largest check scanner resellers in the U.S.

Sound Familiar?

If you’re a financial institution, please contact InStream to learn how you can experience the same or better savings and efficiencies as this InStream client.

About InStream

InStream provides enterprise content management (ECM) technology and outsourcing services for organizations seeking to automate manual, paper-intensive processes. We provide cost-effective mailroom, lockbox, document conversion, check scanner fulfillment, benefits enrollment, and data entry services for financial, healthcare and government clients. We also provide the software, hardware and professional services to implement document capture, management and workflow—with special expertise in invoice processing and HR automation.