

MCNB Banks



S U C C E S S
S T O R Y

MCNB speeds check processing with Epson teller capture and Fiserv ITI

“The Epson TM-J9000 is impressive. It offers check scanning, validation and receipt printing all in a single device at the teller station.”

Richard Green
IT Director
MCNB Banks



Epson's TM-J9000 reduced MCNB teller keystrokes by 60 percent.

MCNB operates a regional network of community banks and loan centers in West Virginia and Virginia. Founded in 1900, the bank has built a strong reputation by providing outstanding customer service to both personal and business customers.

Hassles with paper check transport

Winter weather and rural, mountainous terrain posed growing challenges for MCNB's three remote branches in Mercer and Raleigh Counties, West Virginia. The bank relied on a daily courier to pick up checks at each branch and deliver them to its central operations center for processing. Once there, paper items were run through the proofing process, then delivered to the Federal Reserve Bank drop box later that night. The round-trip point-to-point courier route totaled nearly five hours of daily drive time. And, as MCNB grew into new, disparate markets, it became more difficult to get work to the operations center, proofed and delivered to the drop box before the nightly cutoff. Winter conditions often meant the day's checks could not be processed—leaving the bank holding the bag on outstanding items—and that meant money lost.

The move to teller capture

Frustrated by high courier costs and unpredictable weather, Richard Green, IT Director, knew that a teller check capture solution was right for MCNB's remote offices,

and chose Fiserv ITI's Virtual Item Exchange. Green initially evaluated standalone scanning and printing devices, including the Panini MyVision X and the AddMaster 6000 Series printer, but found that per-station hardware costs were too high. “Teller space is at a premium to begin with, so adding two separate devices just didn't make sense,” said Green. “When I learned about Epson's TM-J9000 integrated scanner and printer, I was excited by the innovation. In just a little more space than what we used before, we could incorporate another teller function.”

Green felt the Epson results were compelling. The TM-J9000 provided check scanning, validation and receipt printing all in a single device. The TM-J9000's small footprint and integrated scanner with printer eliminated the need for separate standalone devices at each teller window, lowering per-station hardware costs. And by capturing the paper check at the point of service, the bank stood to cut in-branch check processing costs as well.

A customized front counter solution

MCNB was already using the Premier® Teller application, developed by Information Technology, Inc. (ITI), a business unit of Fiserv, Inc., to manage teller transactions. Green expressed interest in becoming a beta site for ITI's new Premier Front Counter teller imaging module and asked ITI to add

support for the TM-J9000 device. ITI worked closely with Epson to develop a new API and, in the process, a solution for MCNB Banks was born. As each check image is captured at the teller window, the TM-J9000 passes the image to ITI's Virtual Item Exchange system, which means the bank is able to electronically deliver transit checks to their corresponding banks for immediate payment.

H I G H L I G H T S

- The TM-J9000 is the only teller capture solution that integrates two-sided check imaging, ID imaging, 25-check auto feeder, drop-in validation and high-speed transaction receipt printing in a single device.
- The Epson TM-J9000 combined with Premier Front Counter software brings greater redundancy to MCNB's check capture process, eliminating a single point of failure.
- Fiserv ITI worked closely with MCNB Banks and Epson to deliver a custom teller solution that integrates Premier Front Counter teller imaging software with the Epson TM-J9000 teller capture device.

"We chose the Epson-based front counter solution for its overall efficiency and the integration with ITI's Premier Teller product," said Green. "We reduced keystrokes at the teller line by 60 percent which now gives our tellers more time to build relationships with customers."

Teller process improvement

MCNB had hoped to create a "more connected teller/customer experience" by reducing the keystrokes required to complete customer

transactions. The new front end system has greatly improved MCNB's processing of internal tickets. As an example, when a customer presents a check to be cashed, the check is scanned, the amount automatically read and presented using Courtesy Amount Read (CAR) technology, and a virtual cash out ticket is automatically generated. Since the Epson TM-J9000 device reads right off the checks and tickets, it has eliminated all the backend data entry formerly done by proof operators.

Benefits of the new system

Since adopting the Epson TM-J9000 and ITI's Premier Front Counter solution, MCNB Banks has been able to move deposit cutoff time to 6:00 pm each day. Because the TM-J9000 now converts transit items to images, the bank's cash letter is sent electronically at the same time every day, eliminating courier time and costs and delivering huge operational efficiencies. "Now that we're using the Epson TM-J9000 for image capture at our teller stations, we can assure our customers a deposit today is a credit today," said Green.

By shifting from centralized check processing to imaging using Epson and Fiserv ITI products, MCNB extended its deposit cutoff time, improved customer service, increased productivity and gained at least one full-time employee as a result of reduced courier costs and proofing time.

Positive teller acceptance

In June 2007, MCNB completed installation of the TM-J9000 and Premier Front Counter software at 20 teller stations in three branches. The bank designated a "champion branch" to build best practices, then assigned trainers from the branch to educate tellers at other locations. Integrating the new Epson technology with the

existing teller software created a very positive teller experience and was well received by MCNB staff. Using the Epson TM-J9000, tellers now balance every transaction as they go instead of balancing all of their transactions at end of the day. "Our tellers love the new system and they have a better understanding of operational process now," said Green. "What used to take 30 minutes at the end of the day now takes 5 minutes."

EPSON SOLUTION PARTNER

Hardware and Software:

Epson TM-J9000 integrated scanner with printer
Fiserv ITI Premier Teller and Premier Front Counter software applications