Case Study
New Automated Teller Check-Processing Application Slashes Error Rates

Overview

Credit unions and banks are continuously looking for ways to reduce their operating costs, provide better customer service, and efficiently use their resources. With this in mind, Olim, LLC, a technology developer that builds solutions to make their customers more successful, integrated *a2ia CheckReader™*, a comprehensive check-image processing toolkit, into its comprehensive check scanning solution.

Challenge

Prior to *a2ia CheckReader*'s integration into Olim Check Scanning Solution, (Olim CSS), all checks were being processed manually by the bank teller, allowing for keyed errors and mistakes. Transactions were then balanced at the end of the day against the banking system's software, utilizing much of the branch manager's time to find an error when present.

Additionally, many smaller banking institutions were challenged with the time that their X9.37 file needed to be posted, making the bank's window for scanning in the afternoon very limited.

Solution

Olim, LLC. integrated *a2ia CheckReader* into their customizable check-processing system, Olim CSS, designed for use at the bank's front counter. During a transaction, the teller feeds multiple checks and the deposit ticket into the scanner. *a2ia CheckReader* then locates and recognizes the CAR and LAR amounts, payer name and address, date and payee name. The customer's account number is captured from the deposit ticket and this scanned information is transformed into usable data, which Olim CSS validates. The transaction is balanced in real-time, and the entire system runs as a service to build the X9.37 file at a scheduled time by looking for all checks validated by the branch supervisor.

> This customizable check-processing system is designed for use at the bank's front counter, dramatically decreases the manual workload of bank tellers, and ensures more customer interaction.

We selected *a2ia CheckReader* because of its ability to provide tellers more face-to-face time with customers, while providing a 'second set of eyes' to catch potential errors or check validity problems," said Tom Boser, president Olim, LLC. "*a2ia CheckReader*'s powerful image quality and image usability tools immediately alert the teller of checks that are poorly scanned, have incomplete information, or potentially non-negotiable items, ensuring timely processing and the prevention of costly corrections."

Olim CSS is easy-to-learn, with an intuitive, color graphic interface that identifies any checks that may need to be reviewed manually, so that potential errors and check-validity problems are caught before a transaction is completed. Tellers process checks with the customer at the counter and the customer receives a receipt almost immediately.

All of the historical transactional information is fully accessible in real-time searches, based on a bank's requirements, within the Olim Check Scanning Solution. Searches can be performed based on any other field captured by Olim CSS and *a2ia CheckReader*, whether written in machine print, handprint or cursive handwriting.

The first installation of Olim Check Scanning Solution, integrated with *a2ia CheckReader*, fully automated 95% of all transactions, delivered a time savings of 125%, an produced ROI in less than 160 days.

Results

According to the branch manager at Marine Credit Union in La Crosse, Wisconsin, the first installation, integration of *a2ia CheckReader* into Olim CSS has fully automated 95% of all transactions. Since each transaction is balanced at the point-of-presentment, the risk of leaving a batch of checks with an error is nearly eliminated. This new process has delivered a time savings of 125% as compared to when transactions were encoded manually, as well as an ROI for the entire system achieved in less than 160 days.

The integration of *a2ia CheckReader* into Olim Check Scanning Solution dramatically decreases the manual workload of bank tellers while ensuring more customer interaction and a better experience for bank customers. Additionally, overtime hours for research and adjustment are practically non-existent with this new system, and inquiries from customers or regulators can also be responded to faster.