

Kearny Federal Savings Bank

Bank employee productivity and satisfaction increases with Fujitsu document imaging scanners

Customer: Kearny Federal Savings Bank

VAR: Champion Workflow Systems

Vendor: Fujitsu Computer Products of America, Inc.

Bank Improves Records Management with Document Management Solution

Kearny Federal Savings Bank is a 2.1 billion dollar stock savings bank wholly owned by Kearny MHC, a federally chartered mutual holding company. The Bank was founded in 1884 and received its federal charter in 1941. Kearny's corporate headquarters are located in Fairfield, N.J., and there are 26 branches spread widely across the state. Kearny Federal Savings Bank provides its customers with personal, business and internet banking as well as a variety of home loans and insurance products.

Kearny Federal Savings Bank's approximate 290 employees and \$2 billion in assets require extensive documentation for daily branch work (e.g., new account forms and signature cards), loan department mortgage documents scans, accounting scans including A/P vendor invoices and backup documentation, signature cards, checks and other paper files.

In order to ensure that documents weren't misplaced and that certified copies were on hand, Kearny Federal Savings Bank had spent countless hours utilizing microfilm to document information entering and exiting each bank, which was then kept in space consuming storage units. The necessity of separate staff to handle file management duties was a costly endeavor for the bank and often unreliable.

After years of using paper files and micro-film to store bank documents, Kearny Federal Savings Bank began to investigate other means of document storage, including the use of document imaging scanners to scan bank records directly into a central, secure computer network location. Using 30 Fujitsu *fi-41 20C*, *fi-4220C* and *fi-5120C* scanners and two Fujitsu *fi-5220C* scanners with Tokairo's TokOpen Electronic Document Management System, the bank was able to view online displays of checking and savings account signature cards for increased verification and security purposes with enhanced images and reliability. The increased reliability also allowed the bank to shift to scanning checks and deposit slips, completely eliminating the use of microfilm for proof-of-deposit.

"Being able to look up a signature card on a computer eliminates the mundane task of physical search or faxing of cards while also limiting human error and lost cards," said Allan Beardslee, senior vice president, Kearny Federal Savings Bank, "By implementing Fujitsu scanners we have digitized our environment, saving the bank and its employees time, money and physical space across all our branches."

The workgroup-class Fujitsu *fi-4120C*, *fi-4220C*, *fi-5120C* and *fi-5220C* color, duplex scanners are equipped with the latest innovative scanning features and applications, bringing the perfect balance of speed and versatility to front-office scanning environments. Kearny Federal Savings Bank especially found useful the scanners' ultrasonic double feed detection for unmatched paper handling, embossed card scanning, fast color duplex scanning ability, and built-in automatic document feeder allowing users to scan up to 50 pages at once.

Industries:

Financial Services

Offering Groups:

Scanners

Solution Areas:

Imaging Solutions

Regions:

United States

Challenges:

- Consolidate documents and microfilm into one solution that could be accessible by numerous bank branches.
- Implement a solution to streamline the work load of approximately 290 employees and \$2 billion in assets which in-turn resulted in better customer service.

Benefits:

- Kearny Federal Savings Bank with the Fujitsu/Tokopen work flow solution eliminated 1 to 3 minutes out of every teller transaction, saved floor space previously used for filing cabinets, as well as reduced overall expenditures.
- Provides its customer base with improved service that includes shorter 'float' times, better security, and expedited teller service.

Bank Employee Productivity and Satisfaction Increases with Fujitsu Document Imaging Scanners

Kearny Federal Savings Bank purchased the Fujitsu scanners through Champion Workflow Systems, a New Jersey based systems integrator and developer focusing on document automation systems, who also implemented a Tokairo TokOpen Electronic Document Management System to help improve the bank's paper workflow with scanning paper documents into electronic format.

Since the system implementation, Kearny Federal Savings Bank has been able to eliminate 1 to 3 minutes out of every teller transaction, saving floor space previously used for filing cabinets, as well as reducing overall expenditures. Kearny Federal Savings Bank is now scanning and processing between 50 and 200 documents in each of its 26 branch locations. By implementing TokOpen throughout the bank's many operations, numerous other benefits have resulted:

- Capturing and indexing any type of document from a multitude of sources
- Managing the security and user permissions for documents stored centrally and/or across distributed locations
Integrating and linking documents and folders with other systems
- Providing secure and audited access to folders and documents
- Managing the workflow of documents using standard e-mail and Web browsers between staff, departments and other companies
- Enforcing and complying with complex legislation such as freedom of information and data protection

Finally, with the Fujitsu/TokOpen scanner based workflow solution, Kearny Federal Savings Bank is providing its customer base with improved service that includes shorter 'float' times, better security, and expedited teller service.

"It's about storage space, going paperless and improving workflow," said Beardslee. "There is also the benefit of deposit collection for bankers depositing their paychecks after bank hours. Previously they would have to wait a 'float' time while their documents were processed. With the documents being immediately scanned 'float' time for checks is significantly reduced."

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