

Privately Held Banking Institution

Results Of The First Project: Business Impact

- 6 full time employees have been reassigned to fill new projects due to business process automation.
- Business compliance risk has been significantly reduced with the introduction of automated events and milestone audit trails.
- Specialized training requirements have been reduced as requirements are translated into application driven business logic to enforce best practice and drive compliant process.
- Decisions drastically reduced the number of paper documents required within the business unit.

About the Client

As one of the largest privately owned banks in the US with over \$14 billion in assets, this Decisions customer offers a full range of personal, commercial, trust, private banking and mortgage banking products and services. A division of the bank specializes in mortgage servicing. The initial implementation of Decisions targeted processes within the mortgage servicing division.

50% Lower Development Costs

6 FTE Headcount Automated/Reassigned

Reduced Risk in Highly Regulated Processes

Approach and Discovery

Leaders in the business identified the need for a workflow solution after getting feedback from other internal departments that implementing certain business processes would not be technically feasible with existing architecture. Internally, the business and IT explored custom internal development, and new solutions from existing vendors. After exhausting this search, a team of analysts began an external search for new workflow-focused vendors.

“
Our goal [was] to implement a rapid development/change workflow product which would fill the need between ground-up .NET development and the other standalone software applications.”

