

Clear Lake Bank & Trust uses SpoolFlex software to make Jack Henry end-of-day reports easily accessible.

Bonus benefits: Lower paper costs and less administrative time.

Overview: *Rethinking report printing and delivery*

Matthew Ritter, Vice President and Cashier at Clear Lake Bank & Trust (www.clearlakebank.com), has something he wants people to know: change in business is important, especially when it comes to saving time and money. In this specific case, Clear Lake Bank & Trust needed to change their method for printing reports. The result: reports delivered electronically via PDF files instead of on green bar paper – is clearly a good thing for them.



When Clear Lake decided to print their reports electronically, they had two goals in mind:

- Cost savings
- Reduction of employee time

DRV Technologies' (www.drvttech.com) SpoolFlex software for IBM System i (i5, iSeries, AS/400) fulfilled these goals. And because no one has to wait for the reports to be burst and distributed every morning, operations managers now have the information they need as soon as they open up their email.

Customer Profile: *Clear Lake Bank & Trust*

With bank mergers and acquisitions that seem to occur on a monthly basis, a family-owned bank like Clear Lake Bank & Trust stands out as an example of independence. Clear Lake opened its doors in 1934, which means it's been a stable and locally-owned bank for 73 years. What was once a small, 10-employee office has expanded into a large, renovated bank with two branch offices, 65 employees, and over 12,000 customers.

Problem: *Handling reports required work before and after business hours*

Printing reports at Clear Lake Bank & Trust was a hassle. An employee needed to arrive one hour early every morning to burst, sort, and distribute the reports. Another employee stayed after business hours to make sure the printer finished printing all of its jobs. Some reports had to be delivered by courier, which caused a timing issue.

"You had to keep an eye on the printer, and you had to maintain the printer," said Ritter.

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Customer Profile

Clear Lake Bank & Trust
Clear Lake, Iowa

This family-owned bank has been serving the local community for over 73 years. They have two branch offices in Garner and Mason City.

Existing Technology

Jack Henry & Associates CIF 20/20TM bank processing software running on an IBM System i platform

Objective

Clear Lake wanted to reduce the cost associated with printing daily reports on green bar paper and reduce the amount of time required to burst and distribute its Jack Henry CIF 20/20 reports.

Solution

SpoolFlex by
DRV Technologies, Inc.

Benefits

Converts reports to PDF, Excel, HTML, and Word.
Distributes reports to file servers or via email.
Bursts a report into separate reports or combines multiple reports into one.
No programming required.
Very affordable (often pays for itself in paper savings alone).

Cost

Less than \$5,000



Case Study:



Banking and Finance

"If the paper ran out, you had to carry over a big box of green bar paper and take extra time to load the printer – and those boxes aren't light."

Furthermore, the price of green bar paper at approximately \$40 per box was expensive, and the printer maintenance had a significant cost as well.

Although switching to laser printers was an option, that proposed solution had its own problems. Laser printer toner was also expensive, and printing reports onto single sheets of paper meant it was difficult to find where one report ended and the next one began.

Solution: The answer is in the mail

Ritter and his assistant looked for software that could print their reports to an electronic format and email them, but their initial research found solutions cost-prohibitive. "One of the other vendors charged more than \$20,000 for their software," said Ritter. One day, an advertising mailing from DRV Technologies caught his eye. "It just happened to be exactly what I was looking for." Even better, DRV's software cost significantly less than other vendors.



Ritter visited the DRV Web site and downloaded a 15-day trial version of the software. "We loaded it onto our system and played around with it to get an idea of how it worked. DRV also gave me a demonstration."

After estimating the yearly cost savings in green bar paper and employee time, Ritter could easily justify the SpoolFlex software purchase. Now, employees are relieved that they don't need to arrive early to work or stay late, a benefit that saves the bank at least five man-hours a week.

"We lump reports together, so one PDF might contain 10 – 12 reports," said Ritter. "On a given day, we're sending out 50 PDF files that contain several reports each." If an employee requests a report during the day, they receive it via email instead of it going directly to the printer. "Not everyone at the bank has a printer at their desk," said Ritter. "When they receive the report by email, they decide if they really need to print it. We don't tell people they can't print the reports, but we do say, 'If you don't have to, don't print it.'"

Evaluation

"It took a very short period of time to install the software," said Ritter. "Planning and implementation took about two business days." When necessary, Ritter or his assistant called DRV's in-house technical support for assistance. "Support was excellent. We explained to DRV we wanted to do, and they told us how to fill in the different fields and parameters."



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Clear Lake has appreciated DRV's willingness to make additions and changes to SpoolFlex. "We requested the ability to secure PDF files with passwords, and DRV implemented that in a later release," said Ritter. "We've given them several suggestions, and they always implement them for us."

"What SpoolFlex has allowed us to do is put our System i technology to use. We can use it for applications other than our CIF 20/20 system. That's wonderful."

"DRV is a great company to work with. They're proactive and they take our suggestions to heart and actually implement them when it benefits the software."

"One thing that SpoolFlex taught a lot of people in the bank is that when you're working in a business environment, change is important. SpoolFlex is a good cost savings for us, and it puts our technology to better use."

"Our employees can start the day with their regular work instead of pulling reports apart."

*Matthew Ritter,
Vice President
Clear Lake Bank & Trust*