

# Affordable Forms Software Helps Iowa Bank Make Customers Happy Without Breaking the Budget



## WASHINGTON STATE BANK

[WashSB.com](http://WashSB.com)

Washington State Bank has been a leader in the financial sector of Washington County, Iowa for the past 50 years and is a well-respected institution across the state. The bank has been serving customers since 1932 and remains a predominately locally owned and operated institution.

## CHALLENGE

Affordable e-statements

## SOLUTION

FormFlex

Washington State Bank Information Systems Officer Jeff Vetter was on a hunt to find an affordable solution to provide customers with electronic statements. Although the bank operates in a small town, it makes a point of staying ahead of the technology curve to meet the demands of its customers. It's one of the reasons the bank has over 8000 customers in a 7000 person town. Customers of Washington State Bank already had access to online banking and other mobile services.. But Vetter and the bank executives knew that customers would also want the convenience of electronic statements. The challenge was to find a software solution that was affordable and flexible.

## ► Cost-effective

“We looked at statement services from a variety of companies. The cost was too high. We were already using DRV’s SpoolFlex software and we were very happy with how the software automated reports and cut down on print costs. We also knew DRV provides excellent support. So we purchased DRV’s FormFlex software. We were able to set-up e-statements that look nice and that our customers enjoy, and we utilized the email component of the software to distribute them. It saved us time and money and allowed us to offer electronic statements to our customers in a way that didn’t break the budget. We also use FormFlex to format and distribute bank announcements and emails triggered by customer behavior, such as past-due notices.”

## ► User Friendly

Vetter says he appreciates how user-friendly FormFlex is to administer. “Finding a cost-effective solution was imperative but finding a user-friendly solution was also important to us. Once we redesigned the statement form, it was pretty much a hands-off process. With the sentries that DRV provides in the software, it automatically runs every morning.”



## ➤ Jack Henry Compatible

Another key advantage Vetter sees with FormFlex is its compatibility with Jack Henry software. “It’s just another menu option in our Jack Henry interface. We don’t have to have two systems open and there is a seamless transition to producing and distributing forms.”

## ➤ Outstanding Support

Vetter says DRV support of its products is exceptional. “We are not programmers and sometimes I feel we are almost asking too much of DRV to help with design or customization. Most companies would put that back on the customer. But DRV is always willing to take the time and work with us. DRV’s software provides a cost-effective and efficient solution to improving our workflow. They are great products and I’m not sure what we would do if we didn’t have them.”

## SpoolFlex Continues to Power Productivity

Washington State Bank has been a SpoolFlex customer for nearly 10 years. Prior to installing our software, the bank calculated that they were spending 520 man hours and thousands of dollars a year on paper and toner to print out reports. Not to mention the hours of waiting for reports to print and get distributed. We checked back with them to see how our spool file software is performing.

Vetter says that SpoolFlex remains a significant factor in keeping costs low and efficiency high. “We use it daily and appreciate how it has reduced the amount of paper reports. Now reports get put into a drive that all of our employees can access electronically. We can also email the reports internally, to customers, and to examiners. DRV support for its software continues to be outstanding year after year.”

For a detailed article on how Washington State Bank relies on SpoolFlex to increase productivity, read [this article](#) on IT Jungle.



DRV Tech is the go-to software solutions provider for the IBM Power Systems marketplace. For more than 20 years we’ve been providing thousands of clients in a wide variety of industries with solutions to maximize output, increase productivity, and reduce operating costs. Our highly regarded software and customer service is designed and supported in our Atlanta offices, providing experienced IBM i, iSeries, and AS/400 expertise, and seamless support. We stand behind all of our solutions with a 100% satisfaction guarantee.