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Nora Gonzales
Assistant Vice President
Banco Popular

Banco Popular

Multi-national bank selects FileTrail over others to track loan files.

Client Profile

Headquarters: Chicago, IL

Industry: Lending

Banco Popular (Nasdaq: BPOP) is a public lending investment and development firm headquartered in Puerto Rico and has a North American regional headquarters in Chicago, IL. Banco Popular safeguards a variety of assets for consumers and businesses, with a commitment to growth. It ranks among the top 30 financial organizations in the United States with over \$47 billion in assets.

FileTrail Implementation: 2006

FileTrail Products Implemented

- **FileTrail Enterprise** - File tracking and records management automation for multiple-site organizations.
- **FTMobile™** - Portable platform for file tracking and auditing.
- **FTSynchronize™** - Scheduled synchronization of new loan data with upstream systems.

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The Problem

Banco Popular struggled with the internal management and tracking of their physical loan records. Many hours were spent looking for lost files without timely delivery.

The company's issues were compounded by the fact that the organization spanned multiple countries. Nora Gonzales, Assistant Vice President/Manager for Banco Popular, realized a single system was needed to cover all locations that would track physical files and implement new records management policies.

Banco Popular reviewed multiple vendors in search of the right solution. Key functionality required included:

- Automation of archiving and retention
- Elimination of manual outcard system
- Browser-based software
- Intuitive file tracking features

The Solution

Banco Popular selected FileTrail based on the software flexibility to fit Banco Popular's needs and apply "best practices" to the operation.

One of FileTrail's key differentiations was flexibility. A unique architecture allows unlimited user-defined fields, easy customization of screens, and configurable processes.

"FileTrail was the best solution because it gave us the processes we needed to assist us on our terms," said Nora Gonzales.

Flexibility Improves Efficiency

Banco Popular utilized a manual outcard process to track their loan portfolios. This process was time-consuming and left all tracking and inventorying completely manual.

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Application Highlights

- FileTrail automates physical loan file tracking.
- FileTrail streamlines printing of color-coded labels.
- FileTrail provides instant access to loan files from any employee computer.
- FileTrail is browser-based and can be accessed at any desktop, in any country.

Key Results

- **Enterprise Solution:** FileTrail provided a system that inventories and manages physical records across all locations.
- **Easy Deployment:** FileTrail was easily deployed to all staff because of its 100% browser-based interface.
- **File Tracking:** FileTrail's software simplifies locating files from creation through archiving and disposition.

Customer Insight

What is unique about FileTrail is it gives us exactly what we want. Where other competitors tried to add extra features that were not necessary, FileTrail relied on our vision for the solution. They made sure that their records management solution fit our specific organizational needs, rather than delivering a general records management system full of features we didn't need.

About FileTrail

FileTrail, Inc., is the leading provider of browser-based records management solutions. Companies of all sizes turn to FileTrail to streamline processes with the latest technology and most configurable software. Headquartered in San Jose, California, FileTrail has been providing solutions for records management since 2001.

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Global Access Simplifies Operations

FileTrail makes loan information accessible across Banco Popular. Even though the loan portfolio resides in Illinois, all branches need to be able to retrieve loan files. Because FileTrail is completely browser-based, every branch can login, search and request files they need.

"FileTrail made it easy to manage the files because of its accessibility," said Gonzales. "All you do is click into FileTrail in the browser and it is there for the company to use."

Banking on the Solution

"We chose FileTrail over solutions from TAB and Smead due to the fact they gave us exactly what we were looking for," said Gonzales.

Banco Popular looked at many solutions, and seriously considered a few of them, but chose FileTrail for one reason. The FileTrail configurability, unlimited user-defined fields, customizable searches, etc., provides automation that did not just change their company, it revolutionized it.

"FileTrail is everything that Banco Popular needs for managing our records," said Gonzales.

Superior Service

FileTrail is focused on being the best software for physical records management. Our mission is built around the customer experience. The success we have achieved at this is reflected by the enthusiastic response from our customers and, Banco Popular is no exception.

"Awesome, Awesome, Awesome! FileTrail is always accessible and they take care of questions and problems immediately," said Gonzales.

Conclusion

FileTrail has delivered significant benefits to Banco Popular in a very short time. Perhaps the biggest benefit may come from the ability to re-focus staff on higher-value work.

"FileTrail allows my vault clerks to be more productive, which gives them more time to do things that matter," says Nora Gonzales. "We realized how valuable FileTrail is after the first week of using it."

Contact FileTrail Today!

For more information about the benefits of automating your firm, contact FileTrail or your local FileTrail representative at:

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