

"FileTrail is fabulous! FileTrail helped us consolidate six different operations into a single, centralized loan vault."

Linda Ceno
MidAmerica Bank

Case Study

MidAmerica Bank

Mortgage loan branch selects FileTrail to consolidate operations.

Client Profile

Headquarters: Chicago, IL

Industry: Lending

From a tiny building and loan association began in 1922, to the 2nd largest bank headquartered in Chicago, MidAmerica Bank's growth has been nothing short of phenomenal. Today, they have more than 70 branches and 500 ATM locations. In 2003, MidAmerica originated \$5.0 billion in loans, making it one of the top lenders in the state of Illinois. A number of back office operations support the credit card, consumer lending, business banking, and mortgage lending divisions. MidAmerica utilized FileTrail to consolidate six mortgage operations into a centralized loan vault, tracking and managing 100,000 collateral and credit files.

FileTrail Implementation: 2004

FileTrail Products Implemented

- **FileTrail Professional** - Complete file tracking and records management automation.
- **FTMobile™** - The software allows files to be checked-in, checked-out, transferred and boxed without being tethered to a workstation.
- **FTSynchronize™** - Loads and updates data from upstream resources to keep FileTrail data synchronized and up-to-date with authoritative systems.

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Background

MidAmerica Bank had five existing mortgage operations. With the acquisition of St. Francis Bank in 2003 bringing a sixth operations center, management knew that a centralized operation was needed to reduce operating costs.

MidAmerica selected FileTrail through a competitive bid to automate four of its largest divisions. While the business banking, retirement servicing and consumer lending divisions were involved, the focus was on mortgage lending and consolidating its operations centers.

Increasing Accountability

FileTrail is available to all staff at any MidAmerica location. Without leaving their desks, staff can search for and locate files and request them if they are in the loan vault. Easy tracking tools keep file locations up-to-date.

"FileTrail has increased accountability for files, since employees can transfer files and monitor the recipient's receipt of files from their desks," said Ceno.

Improving Operations

FileTrail streamlined routine processes performed by the vault staff. Managing the large number of files in the loan vault is much easier because of FileTrail.

"The vault staff members are able to track files with bar coding, send out email reminders to users for overdue items, audit files on the shelves, and print various reports to track the return and placement of files," said Ceno.

Streamlining Retrieval

FileTrail streamlines retrieval and delivery of requested files. Staff from various locations place more than 200 requests through FileTrail each day. The requested files are pulled at the loan vault and sent to the requestor at their branch or building.

"We now track and handle requests for more than 100,000 loan files with a much lower operating cost," Ceno said.

Staff in the loan vault use FileTrail's pull list to retrieve requested files in a single, efficient pass through the vault. The delivery list helps staff to organize these files making delivery a single, efficient pass through cubicles on each floor.

Application Highlights

- FileTrail is accessible via Web browser to staff at branch locations, the operations center, and headquarters.
- Screens and labels were easily configured to fit the 17 different types of files in the filing systems of four different divisions.
- FTSynchronize keeps data in FileTrail up-to-date with loan data in credit card, consumer lending, and mortgage systems, eliminating data entry and manual updates.

Key Results

- **Automated Requests** - FileTrail provides online search and request tools, giving staff easy access to files at the remote vault.
- **Increased Efficiency** - Bar code driven processes save labor in retrieval, refiling, receiving new loans and purging paid loans.
- **Maximized Resources** - More work is accomplished without hiring additional vault staff as the number of originations grows.
- **Simplified Audits** - Quick retrieval of files with a wet-signature document helps complete FDIC audits successfully.

Customer Insight

The FileTrail software allows us to be self-reliant. Their configuration tools allow our staff to integrate systems and make changes to our system without any programming.

The Rapid Transition project was vital to our consolidation effort. We would not have been able to complete the project ourselves within a reasonable time frame. The expertise and experience FileTrail brought to the transition avoided potential mistakes.

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.



<http://www.FileTrail.com>

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Saving Time With Batch Processes

FileTrail incorporates batch processes to streamline manual tasks and save labor. Every transaction that can be performed on a single file can be performed on many files all at once. The batch approach reduces the time spent completing some transactions by more than 90%.

Batch processing saves time in pulling loan files for audits, pulling sold loans, pulling paid loans, and receiving boxes of newly-funded loans. Each of these processes begins with a list of loans that is sent to the loan vault by another department as an Excel spreadsheet, a text file, or a Word document.

FileTrail's batch search allows these lists to be loaded and retrieved into the search results with just a few keystrokes. From there, the pull list streamlines retrieval in a single, efficient pass through the vault.

Batch processing is also effective in other areas. In fulfilling requests for files, staff can checkout 200 requested files by clicking a single button, instead of scanning the bar codes on each of the files.

Dynamic Filing Saves Labor

MidAmerica approached the challenge of shelving 100,000 files using dynamic filing. A bar code uniquely identifies each shelf. When a file is returned, it's scanned to the closest shelf that has available space.

"Portable scanners allow us to scan files directly to shelves," according to Ceno. "Bar coding of files and shelves allows for speedier retrieval and refiling of files, making employees more productive."

Rapid Transition

The files from six operating centers needed to be consolidated into a single loan vault with minimal downtime for the servicing operation. A FileTrail Rapid Transition project was designed to merge six different filing systems to a new filing system at the new loan vault.

More than 100,000 files were relocated and bar coded. Loan and credit data representing these files was loaded into the FileTrail database. Finally, almost 10,000 shelves were bar coded, and the 100,000 files were scanned to their new shelves. The Rapid Transition project was completed under budget and ahead of schedule.

Contact FileTrail Today!

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

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