

CB&S Bank

Case Study Overview

- \$1.5 billion community bank needed a solution to merge over 20,000 customer accounts and 2,500 loans into their core banking system.
- Faced with other resource-intensive challenges, such as data breach recovery and numerous GL transactions, CB&S Bank sought an automation tool that would perform all of their business process needs.
- Bank discovered Foxtrot's ease of use by non-technical staff and automated many of their recurring operations and data maintenance processes.

Overview

CB&S Bank, formerly Citizens Bank, is a \$1.5 billion leading community bank, operating over 50 branches in the Alabama, Mississippi, and Tennessee markets. CB&S Bank's commitment to the needs of their customer and shareholders has propelled their growth and offering of innovative banking technologies and full-service financial services.

Faced with over 20,000 customer accounts and 2,500 loans to merge into their core banking system as a result of an acquisition, CB&S Bank found it critical to implement a solution and discovered that automation was the only method that would enable them to continue to foster growth and achieve excellent customer service. The bank's search for an automation tool ended with Foxtrot because Foxtrot offered a seamless merging of their conversion data, as well as the ability to quickly recover from data breaches and control and manage multiple of their back-office account maintenance operations.

The Challenge

Following the purchase of several branches, CB&S Bank had a volume of data to transition into their main core banking system. In order to eliminate relying on third-parties and ensure a successful result, CB&S Bank favored having their own analysts perform the data conversion scripting required.

Additionally, data breach recovery, General Ledger (GL) transactions, and other Accounting, Lending, and even Human Resources processes were overwhelmingly draining time and resources.

The Foxtrot Solution

To move the massive amount of data to their core banking system in the course of a weekend and not upend their financial systems and services, CB&S Bank selected Foxtrot as their Robotic Process Automation technology solution.

CB&S Bank's acquisition required converting new accounts from as many as eight branches. The conversion, accomplished over the course of a holiday weekend, automatically integrated 2,500 loans and more than 20,000 deposit accounts by creating a port and account for every new customer.

Not only did Foxtrot perform the bank's core system conversion effortlessly, but CB&S bank realized Foxtrot could easily be used by non-technical staff to automate

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many of their recurring operations and data maintenance processes such as TMS entries in Navigator, GL entries, deactivation of dormant accounts, loan onboarding, adding addendums, and many other daily, weekly, and monthly tasks.

Furthermore, CB&S Bank also handles data emergencies, such as data breaches. Foxtrot automated the reissuance of up to 6,500 cards following one debit card compromise.

Return on Investment (ROI)

Aware of the cost-saving, efficiency, and productivity benefits of Foxtrot, CB&S Bank Chief Operations Officer Justin Hof challenged Amy Suddith, Assistant Vice President, with saving 800 employee-hours over the course of a year using Foxtrot's automation capabilities.

Now the bank uses Foxtrot for any task involving a large volume of data as Suddith exceeded her goal and saved 900 employee-hours in a year's time using Foxtrot to automate daily, weekly, and monthly processes.

"We write a Foxtrot script, and it will run for eight hours while everyone [else] does their other work. I just check on it every once in a while," says Suddith.

One example is the weekly loading and funding of approximately 25-40 lines of credit, which manually took three hours. Foxtrot now performs this task in about thirty minutes.

Another weekly process Foxtrot performs in an hour is the closing of overdrawn checking accounts. Foxtrot automatically closes and adds addendums to approximately 40-50 accounts per week, saving the bank the two-to-three hours of human labor that was previously invested in this task.

Suddith remarks on Foxtrot, "It is a big chunk of hours saved, and it cuts out all the error."

Given Foxtrot's automated fluidity, ease of use, and low-cost structure, the bank plans to continually look to the software tool as a way to further automate data management, accounting, human resources, and other processes.

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Suddith details, “We have gone through and tried to automate possibly everything we can. We are constantly trying to improve processes.”

About EnableSoft Inc.

Since 1995, Orlando, Florida-based EnableSoft Inc. has helped organizations save time, save money, and improve productivity through Robotic Process Automation technology. The EnableSoft team develops and markets Foxtrot, software that eliminates the burden of manual data processes by behaving, deciding, and working just like a person. With this “Automated Employee,” operations and other subject matter experts automate tasks that until today were only performed by hand or with the help of complex custom programs. Through Foxtrot, EnableSoft empowers individuals to conquer their own data-related challenges today and become efficiency heroes in their organizations.

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