

Document Solutions for Banking

Commercial Bank Calls on MTS Software Solutions to Correct an Other Company's Mistake

Summary

A large bank in the New York area needed to fix the mistakes that another company made in their AP, Loans, Back Office, and Credit Departments. This multi-billion dollar commercial bank had to correct their customer service issues based on speed and efficiency of their work flow processes. MTS Software Solutions corrected all of these problems and created a solution that benefited the staff and most importantly the customer.

Challenges

- Very slow process with no automation
- Delayed Customer Service linked to account information
- Unable to share documents among different departments

Why Fortis with MTS Software Solutions?

- Fortis allowed this bank to securely route documents to different departments
- Instantly pull up data for quicker customer service
- Search by text feature allows for fully automated information gathering

Solutions provided by MTS Software Solutions

- The working knowledge of Fortis set MTS apart from all others.
- The integration of management between both companies allowed for a smooth transition to a new and improved solution

ROI

- Increased productivity
- Decreased overtime to employees which increased bottom-line revenue
- Automation allowed bank to use early payment discounts
- Ensured all documents were transferred securely

“Once we realized there was a problem with our old system from the other company, we immediately called MTS Software Solutions. They got us back on track smoothly and allowed us to transition to their solution which is what we desperately needed. Their staff was so knowledgeable about their product and was able to transfer that knowledge to us, which helped to rectify the problems we had had”

– Company spokesperson