CASE STUDY
INTEGRATE, AUTOMATE, ACCELERATE:
A Holistic Approach to Business Process Improvement

THE COMPANY

Interra Credit Union is a member-owned, not-for-profit cooperative founded in 1932. Headquartered in Goshen, Indiana with 16 locations, Interra is the 10th largest credit union in Indiana and provides banking services to more than 87,000 members who span 18 counties. The Interra team believes it is important to "walk the talk" in serving their members. Their commitment to this is evidenced by their 2020 ranking as the number one credit union in Indiana, as announced by Forbes. Across more than 300 employees, Interra's goal is to be their members' number one trusted financial resource.

ESTABLISHED
1932

ASSET SIZE
$1.4 Billion

CORE SYSTEM
JHA Symitar

DMS PROVIDER
PROFORMANCE

THE SITUATION

At Interra, the document and indexing structure was creating organizational difficulties, a common problem as institutions grow. Documents were organized by types that were specific to individual lines of business, creating duplicate types across the institution. This prevented documents from being shared across business groups. In addition, their existing document management system lacked proper keyword indexing controls to maintain complete and accurate document indexing. Both of these problems led to the inability to find specific documents and to maintain clear document retention.

In short, the DMS was ineffective in supporting efficient operations. Exception management was disconnected from document tracking, requiring staff to manually keep document and exception tracking in sync.

Interra also had a clear vision. They intended to go above and beyond the efforts of a document cleanup, setting their sights on the added goals of: automating exception tracking; routing incoming documents to quality assurance and review queues; and improving their ability to manage collateral, especially as it relates to managing collateral-level exceptions and tracking when collateral is cross-pledged.

PROFORMANCE
The Information Access Company

THE SOLUTION

With these clear goals, Interra partnered with PROFORMANCE in 2020 to integrate, automate and accelerate business operations. PROFORMANCE set to work converting more than 5 TB of documents.

INTEGRATE | With PROFORMANCE, Interra is now able to aggregate member, loan, and share records from their core and their ancillary systems (mortgage origination, student loan, dealer lending, credit card applications, etc.) within INFO-ACCESS, allowing users a complete view of membership accounts. Centralizing these records allowed business groups to work together to define common document types, exception management goals, and standardize reporting and workflow procedures. Business groups now use INFO-ACCESS to sync and share documents and exception tracking across the credit union.

AUTOMATE | Document keyword quality is kept complete and accurate on every document using PROFORMANCE's host sync technology. New document types stay in sync with requirement tracking, allowing exception management to be powered by document imaging. This integrates two previously siloed processes. No matter how a document enters the system (real-time sync, nightly ingestion, or user upload), exceptions are automatically cleared.

ACCELERATE | With INFO-ACCESS and OnBase working in concert, daily operations like access to documents, document quality control, exception management, collateral tracking, and management reporting are streamlined. Interra continues to find ways to use these solutions to further improve operational processes. As their partner in this effort, PROFORMANCE is excited to continue accelerating their business efficiency.

THE BENEFITS

- All users have several easy-to-use tools (integrated with their core or available via OnBase or INFO-ACCESS) to retrieve and view documents. Plus, structured document storage and complete/accurate document indexing ensures all documents are reliably archived.

- Bringing together member records and document imports from many applications gives a complete membership accounting from account details to documents to exception tracking and more.

- Color-coded tracking icons allow quick and easy exception management.

- Our centralized system, which integrates document imaging with exception management, allows business groups to seamlessly share documents and clear exceptions without any extra effort. INFO-ACCESS handles it all.

- Lending teams can store documents for loans in process. When loans are booked from the core, documents automatically sync with tracked requirements to satisfy exceptions – no double handling.

- Cross-pledged collateral tracking and collateral management is simple and clear with INFO-ACCESS's organized approach.

- Review queue provides a quality control/assurance module that streamlines the document review and approval process.

- Lenders and management are able to closely monitor activity within the portfolio using interactive, on-demand or scheduled reporting tools that require no database programming knowledge to run, build, or schedule.

"PROFORMANCE's document management system is among the best products on the market, but their dedication to getting the job done right and meeting their client's needs truly sets them apart. I have worked with PROFORMANCE for several years with two different institutions. Through implementations, upgrades, and institutional growth, they have consistently helped find solutions that bring efficiency and automation to the organization."

Luke Ijams
VP, Commercial Loan Operations
Interra Credit Union