



Customer

Hancock Holding Company

Industry

Financial Services

Size

\$20 billion in assets

More than 200 Hancock Bank and Whitney Bank branches

Location

Gulfport, Miss.

OnBase Integrations

FIS Systematics core banking system

IBM® servers, storage and backup solutions

Fujitsu fi-5750C document scanners

Böwe Bell & Howell 8090 document scanners

Departments Using OnBase

ACH

AP

Commercial Credit

Commercial Lending

Consumer Lending

Credit Cards

Legal

Loan Processing

Trust and Treasury

Wires

Case Study | Financial Services | Hancock Holding Company

Hurricane Katrina reinforces need to stop depending on paper

The Challenge

With tens of millions of paper documents located in a large storage vault – as well as across hundreds of locations – costs were high and service levels were low. Hancock Holding Company needed to find a way to decrease its dependency on paper to reduce process times and support compliance initiatives.

Meanwhile, as it acquired other banks, Hancock needed to convert the imaging systems those banks utilized in a way that would allow access to the entire organization. And everyone agreed that preparing for audits and exams with large paper credit files was a “nightmare.”

As if that weren’t enough, a hurricane came ashore.

The Solution

Unfortunately, when Katrina hit in August 2005, Hancock was still relying on paper. The approaching storm forced the bank to relocate its entire storage vault and move 126,000 physical files to a remote vault 75 miles away.

“Because we didn’t have a system up and running, we lost between two and three months of processing time – time that could have been spent serving customers,” said Scott Watson, vice president and manager of Document Imaging.

Working with authorized OnBase Solution Provider PROFORMANCE, Hancock implemented OnBase® by Hyland late in 2005. The enterprise content management (ECM) solution alleviates the overwhelming amounts of paper files that were slowing Hancock’s processes and exposing it to natural disasters. It’s also flexible and scalable enough to grow with the organization.

“With 3,000 users and an integration to Hancock’s all-important FIS core banking system, OnBase is deeply embedded throughout the organization.”

– Scott Watson, vice president and manager,
Document Imaging, Hancock Holding Company

Fast forward to August 2014, when Hancock committed 580,700 documents to the system in a single month, allowing secure, instant electronic access across the entire enterprise – including historical documents and information from acquired banks. Incoming files are scanned at a central scanning facility, processed at another location and accessed by all employees – no matter their location – for everything from file reviews to audits.

“Over the last eight years, OnBase usage has grown throughout the entire organization. With 3,000 users and an integration to our all-important FIS core banking system, OnBase is deeply embedded throughout the organization,” said Watson.

Because documents – and accompanying information – are immediately available, employees are able to answer inquiries faster, improving service both internally and externally. And, because OnBase works in the background, training is minimal and employees easily find what they need without leaving familiar software application environments.

“Our overall strategy is improved efficiency. If we still depended on huge quantities of paper, implementing workflow in our back-office processes would be impossible. We want to use distributed capture to facilitate efficient processing and storage,” said Watson.

The Difference

Reduces paper costs and risks: With all its documents and information stored electronically in a secure, central location, Hancock no longer worries about damage from loss, theft or natural disasters. The bank also saves money and space because it no longer needs to ship and store thousands of boxes of paper.

Optimizes processes: With documents immediately scanned upon receipt, departments across the bank can verify that documentation is complete and accurate before employees begin important work. In addition, multiple people can review files concurrently to make well-informed decisions quickly, reducing loan processing times.

Eases compliance and audits: With an integration developed by PROFORMANCE, OnBase integrates document imaging with loan document tracking, exception processing and collateral management. Helping with regulations like Sarbanes-Oxley (SOX), it also provides a “tickler” feature so Hancock proactively identifies documents that are expiring or pending and acts on them immediately. Hancock also has the ability to grant auditors restricted online access to the documentation they need, significantly increasing the speed of audits.

Learn more at OnBase.com/Banks »

OnBase[®]
by Hyland