



# Millennial Vision, Inc.

## University First Credit Union

University First Credit Union started using MVi's Enterprise Content Management Solution in 2013. They replaced an older OTG system with Laserfiche ECM and implemented several MVi supplied programs developed specifically for the credit union market space.

They are currently running Laserfiche and MVi programs on a VM solution couple with a Nimble High-Performance SAN.

These programs included the following:

1. MVi Receipt Capture System (RCS) utilizing Topaz Signature Pads
2. MVi Document Capture System (DCS)
3. MVi Hotkey
4. MVi MARS (Cold Reports Solution)
5. MVi e-View (Home Banking Interface)
6. MVi Laserchecks
7. MVi Docstream (Document Tracking Program) (2016)
8. WaCom Color Signature Pads and MVi Marketing Module (2016)

Specific to the RFP, this case study will focus on the implementation and usage of MVi's Receipt Capture integration with Symitar Episys and the current usage of WaCom STU530 Color Signature pads and MVi's Marketing Module.

The credit union began using MVi's receipt capture module in 2013 in conjunction with their Episys core system. The credit union was looking for a better way to capture receipt information from their core processing system, have their members digitally sign the receipts using the Topaz Signature pads and store the receipts immediately into their Laserfiche ECM system.

They were looking for better efficiencies that did not include having to monitor folders for copies of images and then run a batch file that would import them into their ECM system much the way their older OTG system operated.

MVi installed RCS and the Topaz signature pads which gave tellers the ability to see the receipt on their screen, track cash in/out using a built-in cash matrix and add customizable as well as static messages to the members receipts. This program also gave the tellers the ability to either print or not print a receipt for the member depending on their needs.

RCS also provided the means to have the members digitally sign the receipts and upon completion, automatically and in real time store the signed receipt in the ECM repository. It was also possible to email the member a copy of their electronic receipt if desired.

The credit union also provided a means where stored copies of the receipts could be made available online via a home banking interface through MVI's e-View program that allowed members near real time access to their receipts when signed on through their home banking program.

The Credit Union reported that members were excited to have this upgraded capability and staff was equally excited that these receipts were now immediately available to every authorized individual immediately after the transaction was completed.

When MVI introduced the WaCom STU530 Color signature pad to the market in 2016, the credit union offered to be a beta test site for this product as well as provided some direction and input into the development of the MVI Marketing Module which is an allied program required for this signature pad interface.

The primary benefits the credit union realized for this product set was a reduced cost of the signature pad compared to the Topaz pad, enhanced clarity of the signatures captured due to the higher resolution, Reduced maintenance issues due to a stylus that did not require batteries and finally a full 4 color bright screen that could also show the member the receipt and their signature on the transaction.

The enhanced member experience provided by MVI's marketing module also gave the credit union the ability to provide customized marketing messages that scrolled through the screen during times of non-use and also provided the ability to create messages targeted for members specifically by branch, individual stations or enterprise wide.

The credit union has chosen to roll this solution out over a defined period of time and is currently finalizing completion on the rollout of this project.

According to customer feedback on the newer signature pads and marketing module, the credit union reports that member signatures actually resemble what you would expect from a wet ink signature and customers like being able to see the receipt information they are signing for.

Finally, customers really appreciate the ability to interact with the signature pad as they can choose from the signature pad screen whether they want a paper copy or not, want an email copy or not and can make their choice through on-screen buttons accessed by tapping with the attached stylus.

## Receipt Capture WaCom Signature Pads and MVI Marketing Module Product case studies as reported in CU-Tech Talk, March of 2016

### Manageable Deployment of Paperless Workflows and Measuring Paperless Benefits

Paperless workflows and the paperless credit union are topics that have been discussed for several years, yet adoption rates are still relatively low across the industry. Perhaps the low adoption rate is due to the potential impact or perceived impact that moving to paperless can have on your core processor and back-office software systems.

### Paperless Receipts

Pacific Transportation FCU, Diablo Valley FCU and University First FCU initiated their migration to paperless at varying levels of complexity and have gained measurable benefits for themselves and their members. These credit unions have proved that moving to paperless is a manageable change that delivers tangible return on investment.

The overarching benefits of moving to paperless have been articulated previously, and include:

- Cost reduction from reduction in consumables used in printing
- Improved security and compliance
  - Risk of loss is reduced or eliminated
  - Digital records easily managed and archived
- Reduction in archival, copying, transporting, storing paper records

The aforementioned credit unions recognized the benefits listed above as they transitioned to paperless. However, each of them also discovered additional benefits through their implementation.

Pacific Transportation was seeking a better teller line user experience for their members, so they implemented new signature pads from Wacom bundled with the Receipt Capture System (RCS) developed by Millennial Vision, Inc of Salt Lake City, Utah. This solution was allowed PTFCU to maintain their existing core and provide a simple modification to receipt capture as a plug-in to their core. Now members sign receipts on Wacom STU-530 signature pads and choose whether to take a printed receipt or have it emailed to themselves. Members have provided positive feedback on the experience of signing on a Wacom pad and on managing the delivery mechanism for receipts. PTFCU has been pleased with the ease of integration, the sleek look and feel of the signature pads, and the positive feedback from its members.

Thomas Brown, IT Director for PTFCU said, “Our product research and program directives led us to replace older style, outdated signature pads because they did not provide the member interaction we desired. We wanted a modern, fresh look at the teller line to update the member experience. The Wacom pads met our objective of visual appeal and color messaging on the pads, and we found an interesting member benefit in the physical signing experience. Members say the new pads sign “just like wet ink on paper”. The combination of a vibrant, high resolution display, natural signing experience and user control over receipt delivery via email provides our members with the total interactive experience we desired with this paperless receipt project.”

## **Extending Paperless Receipts - Marketing**

Diablo Valley FCU in Concord, CA moved a step further with their new paperless initiative. Diablo deployed the RCS and Wacom bundle, and added an optional marketing module offered by MVI to augment the paperless receipt system. The Add-on module utilizes the color LCD of the signature pad to stream current marketing images and messaging to members directly on the pad. This allows Diablo to have the signature pads in full service 100% of the time, providing better service to members and delivering greater ROI to the credit union.

John Palmer, Diablo CEO says “The MVI marketing module added an extra visual impact that projects a consistent branding and marketing message”. And Joel Hess, Senior MSR added “I am normally lazy when it comes to using most signature pads on the market and I think most people are. However, once members see how realistic their signatures are and how easy and flowing the digital pen is, they tend to take a little more time when using them. We are actually starting to see legible signatures on our documents once again which is great from a compliance and archival standpoint!”

Stan Ueno, Senior Product Manager at Wacom also adds, “The feel of signing a wet ink signature is unique to Wacom signature pads. Wacom is capturing biometric data in the signature while providing a natural inking

experience for the member. These biometric data points can be used to verify signature validity because they are as unique as a fingerprint for each signer.”

## **Extending from Receipts into the Enterprise**

University FCU of Salt Lake City, Utah has integrated a more complex paperless workflow than the previous examples. In conjunction with deployment of the paperless receipt/signature pad bundle, they implemented an Enterprise Content Management (ECM) solution to automate and streamline internal management of receipts and modify other business processes for the credit union. The deployment of the ECM utilized a business process management (BPM) project that modeled existing document management workflows and established goals to improve efficiency of these processes. The ECM aligned new workflows modeled in the BPM project in conjunction with the member-facing paperless receipt system.

Steve Slane is the VP of IT at UFCU, and he shared “Once we had determined what we wanted our new ECM program to accomplish we did a detailed search on ECM providers that had strong credit union experience and could partner with us to help meet our program objectives. MVi was selected based on our requirements, and we have systematically deployed the ECM in phases as determined by our Senior Management team and Credit Union Stake Holders. MVi’s experience with their ECM system helped us achieve our imaging and paperless goals in conjunction with our key objectives to improve our overall business processes and paperless workflows.”

*To learn more about how you can integrate paperless workflows of varying complexity please visit [signature.wacom.us](http://signature.wacom.us) or [www.mviusa.com](http://www.mviusa.com).*