

Banking on *Remote Deposit Capture*



Challenge

Growing deposits is job one for every financial institution. Remote deposit capture (RDC) enables financial institutions to expand deposit gathering beyond their geographic footprints. Yet deploying and managing RDC scanning equipment and supplies to geographically dispersed clients can be a drain on financial institution resources.

Solution

Superior is a fulfillment house that partners with financial institutions to handle the heavy-lifting associated with treasury management solutions, like RDC. Financial institutions large and small use Superior to deliver consistent RDC client onboarding, and a streamlined speed-to-revenue path for adding and managing RDC scanner deployments. And it doesn't stop there, Superior offers a one-stop-shop for all of a financial institution's treasury management fulfillment needs.

Two Banks, One Goal: Service Excellence

Deposits are the lifeblood of every financial institution. And with the growing adoption of remote deposit capture (RDC), financial institutions now have opportunities to grow deposits without having to grow their branch networks.

With check depositing customers spread throughout the country, however, deploying and managing RDC scanning equipment and supplies can be overwhelming. Scanner fulfillment queues that stretch out for days, or even weeks, scanner quality problems that go unresolved, and fragmented reporting routines can and will lead to customer defections.

"We view remote deposit capture as an operational necessity," explained an RDC product manager at a leading U.S. bank. But getting scanners deployed, training users, managing upkeep and ongoing monitoring of deployed scanners had become labor- and time-consuming. While this bank had a fulfillment partner, reporting was often incomplete, forcing staff to waste precious time culling data from numerous sources to reconcile shipments and billing.

Partnering with Superior freed the bank from that additional work with customized reporting and additional support services that allowed it to enhance overall customer service. "RDC is a very visible product, and we need to make sure the client experience is a good one, because this is a daily activity that customers do to get money into the bank," the Product Manager said.

The client service equation extends well beyond deploying and managing check scanners. Often financial institutions manage relationships with multiple fulfillment vendors, which can create management headaches. That was the case for a \$2 billion California bank focused on the commercial middle market.

“We were managing so many vendors for different treasury management products, we wanted to consolidate everything with one vendor,” explained the Director of Treasury Management at the bank. The search brought them to Superior. “The fact that we could get all these different products through one vendor made it very, very easy for us to manage,” the Treasury Management Director said.

What drew the bank to Superior was Superior’s reputation for providing quality service, the Treasury Management Director added. “We deliver quality service to our customers. We deliver that same service internally. And we expect that level of service from our vendors,” he said.

The Superior Difference

Superior offers a one-stop shop for treasury management equipment and supplies. What makes Superior different is its multi-faceted approach to treasury management services. RDC products and service line features:

- Scanners suited to a wide range of operational environments
- Ease of order placement, with options for bank-branded ecommerce ordering portals
- Fast, on-time deliveries, and speedy delivery of replacement equipment
- Ongoing end-user training resources
- 24/7 call center availability
- Dedicated client services reps and on-site sales reps for high-value clients
- Detailed device reporting & warranty tracking
- Sales tax management and reporting