

How a Check Printing Assessment Saved a Retail Bank \$3 Million over 5 years.

CASE STUDY

BACKGROUND

An upcoming Windows 10 migration, which would no longer be compatible with their current check printing solution, had this retail bank in a panic. It was the perfect time to perform an assessment of processes.

Through discussions between the retail branch, HP, and TROY, it was determined an on-site audit performed by an expert was needed.



OBJECTIVES



Identify security gaps and implement a solution that would enable them to print checks in the new Windows 10 environment.



Decrease check printing costs, while reducing fraud risks.



Increase customer service by providing checks and other financial instruments in a more timely manner.

FINDINGS

- High opportunity for internal, employee fraud as controls were not as strong as leadership originally believed.
- Several process breakdowns were causing inefficiencies and security gaps throughout the teller process.
- Extensive issues with length of time to produce transactions.
- Poor customer service and loss of customers who did not have time to wait.

SOLUTION

The final solution included **blank check stock** and **modern software** to help streamline workflows and reduce gaps in security. **Personalized and digital security** were also included to help reduce fraud across all branches.

PERSONALIZED



An on-demand check printing process using blank check stock to increase security and reduce liability



Check numbering is done at time of issuance rather than pre-printed on the paper



Allow for batch processing of multiple cashier's checks for customers who need multiple checks from the same account

DIGITAL



Automate the signature process by deploying an electronic signature and/or remote authorization to release checks

WHY TROY?

An outsider's evaluation can be very beneficial, especially when you bring in an expert in the space.

Our experts recommend the proper solutions to streamline workflows and fill efficiency & security gaps.

We spent countless hours analyzing data, watching employees, and literally counting footsteps and the processes to print negotiable instruments in order to **save our client more than \$3.21 million over 5 years.**