



Delta Employees Credit Union

Automated loan processing drives increased productivity and improves services

Benefits

- Speedy access to online statements enables faster customer response time
- Automated loan and membership processing increases efficiency by allowing access to more data
- Elimination of microfiche archiving leads to slashed costs
- Flexibility of EMC DiskXtender allows support for many different hardware types

Business overview

In February 1940, eight employees of Delta Air Lines in Atlanta, Georgia, organized Delta Employees Credit Union. Today, Delta Employees Credit Union (DECU) is one of the top 20 largest credit unions in the United States. With over \$1 billion in assets, it is the largest credit union in Georgia, and serves over 100,000 members. DECU provides its members with a wide variety of financial services including savings accounts, checking accounts, IRAs, credit cards, auto loans, and financial management services.

Challenges

DECU wanted to make its operations more efficient in two areas—loan and membership applications, and financial reporting. It also wanted to reduce costs, increase customer service efficiency, eliminate the use of microfiche for archiving, and reduce the printing and manual distribution of computer-generated reports. Although DECU migrated to computer output to laser disk (COLD) from microfiche several years ago, its imaging and COLD storage system was a standalone system that did not connect staff through the corporate LAN, and its gains in terms of efficiency were limited.

Problems with loan applications and membership services

For years, the data and information from loan and membership applications were entered manually, stored in the file room, and physically retrieved as needed. This worked well when DECU was still small, but as the credit union continued to grow, this method became increasingly impractical and time-consuming. Old applications were saved in a file room and at offsite storage. With tens of thousands of members and over a hundred thousand accounts, the data required an enormous amount of physical storage space. Whenever loan officers or other staff members needed to access information from an application, they would have to locate and retrieve the data, most often from the file room. Applications were often misfiled, lost, or in use. If one loan officer had a file on his or her desk, the requesting officer would have to send out a company-wide e-mail to locate it.

EMC solution

DECU knew it needed to automate the loan and membership application process. They installed EMC[®] Documentum[®] ApplicationXtender[®] and EMC DiskXtender[®] for scanning, tracking, archiving, and accessing loan and membership applications from the desktop. They purchased a 100-seat license, and it is currently being used on 150 desktops.

Business profile

Delta Employees Credit Union

The largest credit union in Georgia (and one of the top 20 largest credit unions in the United States), with over \$1 billion in assets

Industry

Financial services

Geographies

Based in Atlanta, Georgia

Business solution

Transactional content management

EMC products

EMC Documentum
ApplicationXtender; EMC
DiskXtender; EMC Documentum
ApplicationXtender Report
Management

Imaging benefits loan processing and membership services

By installing ApplicationXtender and DiskXtender, DECU was able to greatly increase the efficiency of the loan and membership application process. Approximately 4,000 loan, credit card, and account applications are scanned and indexed on a monthly basis. Loan officers easily access statements online if there are questions about a loan or an account. Additionally, customer service staff can access statements online from his or her desktop, whenever a customer calls. Members' inquiries are now serviced in the life of the phone call. Once a loan application is called up on the desktop, the loan application can also be printed and/or faxed using ApplicationXtender. Staff can access data while the software is processing data, which was not possible with the old system. Additionally, individual loan officers can scan and index their own work using 70 desktop Fujitsu Winfax scanners.

COLD reporting also benefits

DECU has also installed EMC Documentum ApplicationXtender Report Management for electronic management of computer output data and reports enterprise wide. All daily, weekly, and monthly reports—17 in total—are downloaded from the mainframe and saved on optical jukeboxes managed by DiskXtender. ApplicationXtender Report Management automatically indexes the reports based on the administrator's indexing definitions and archives them to optical disk through DiskXtender. Reports include account history reports, account statement reports, transaction journals, ATM reports, check register reports, and Visa statement reports, as well as customized reports. Once downloaded, ApplicationXtender allows management and staff to retrieve, view, print, and fax the reports from a user's desktop.

Summary

DECU chose EMC software for a number of reasons. First, DECU considered EMC's price/performance ratio to be very favorable. Other advantages included the solution's open architecture, and the ease of set up and administration. To date, DECU has scanned a total of 1.3 million pages for loan and membership applications, and 19.6 million COLD pages have been archived on optical disk. Benefits include a significant increase in overall productivity, more efficient research, improved customer service, and savings in time and storage requirements.

By implementing an automated process for scanning, indexing, and storing loan and membership applications, EMC Documentum ApplicationXtender enables DECU staff to quickly resolve customer inquiries and access all pertinent records.



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Additionally, because DiskXtender supports many types of storage hardware, DECU was able to add a RAID storage subsystem for increased capacity and performance to its system seamlessly. Future plans include making reports available on the corporate intranet and scanning photos with membership applications.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.