

MITRATECH

“Experts in the field of Content Management.”

Furness Building Society integrated DataStore with a new mortgage and savings system to deliver efficiencies and enhanced customer service.



The Company

Furness Building Society was established in 1865 and originally began by playing a vital role for the people in South Cumbria and the Furness peninsula, by helping them to buy a home of their own and by providing a safe home for their savings.

Today, Furness Building Society has a branch network throughout the North-West of England and serves customers throughout the UK.

The Society is run for the benefit of its members and their communities, and as a mutual has remained competitive, never having made a loss in over 150 years. The Furness Building Society has been voted 'Best Regional Building Society' in 2013 and again in 2014.

Challenge

The Society has recently undergone a major technology refresh program, including the replacement of its core mortgage and savings platforms. As part of the software upgrade/refresh project, Furness Building Society required an advanced Enterprise Content Management (ECM) system that could be easily integrated with new and existing systems. Part of the challenge was to migrate all the historic documents held in an ageing legacy Document Management system, so that the historic customer history could be carried forward and made accessible at all times - whilst at the same time beginning to capture all new content such as customer correspondence, application forms, statements, etc. directly into DataStore.

Moving forward, with the huge increase in functionality provided by DataStore, the Society wants to look at process improvements, whilst continuing to deliver exceptional customer service and adhere to regulatory requirements.

The Choice

Furness Building Society investigated several ECM solutions and selected Mitrtech's DataStore solution. The choice was made easy as DataStore is a robust and highly functional system, built using the latest technology. As a result, it addressed all the Society's requirements, both current and anticipated. In addition, the proven integration with the new core systems was seen as an important benefit.

Mitrtech's unparalleled track record in the Building Society sector was also a major factor in the decision making process, with over half of the UK Building Societies now using one or more of Mitrtech's ECM and/or Enterprise Compliance Suite solutions.

Now installed and fully operational, DataStore has outperformed all of the original project objectives. The team at Furness are extremely satisfied with the system, technology and skill set of the strong implementation team.

“ DataStore is a reliable solution, with a modern technical architecture, that suits our needs both short and long term.

ANDREA WALLEY

Senior Project Manager, Furness Building Society

Solution

DataStore is used to capture all manner of customer communications, including outbound correspondence such as statements, offer letters, emails, and inbound documentation such as applications, cheques, letters, etc. By providing users with the means to access all documentation instantly, customer service is enhanced whilst maximising user productivity and ensuring total security.

Initially implemented to replace an ageing legacy EDM system, DataStore had the prime objective of scanning, indexing and securely storing documents such as mortgage file information, so that users could search for and locate them easily. As part of the implementation project, the team converted large volumes of complex historic data from the previous legacy system.





“ DataStore will be used all day, every day for capturing information, connecting to other systems and viewing customer information online.”

PIERS CLEAVER

Assistant Project Manager, Furness Building Society

Mitratech has a vast experience of converting and ingesting all forms of legacy data, and guided the Society through the migration process in a straightforward and logical manner.

Moving forward, integration with the new core mortgage and savings platform is key to ensuring that relevant customer content can be instantly accessed from the core systems.

Transaction reports are captured, stored and indexed automatically by DataStore and the MS-Office integration enables users to save Word documents directly into the DataStore system.

A number of other integration projects are scheduled to be rolled out in areas such as CRM, Anti Money Laundering and General Ledgers. It is envisaged that DataStore will be fundamental in storing the content for these initiatives. DataStore also addressed the issues around scheduling the retention and destruction of information, to ensure compliance with current legislation.

Users find DataStore intuitive and very easy to use and advanced functionality such as annotations, the configurable user interface, the ability to search on free text, etc, means that the system can be as sophisticated as necessary. From an audit perspective, being able to track all aspects of document retrieval and amendment activity is invaluable.

Benefits:

- Easy access to information.
- Intuitive user interface.
- Quality control improvements.
- Professional and straightforward roll out.
- Excellent training.
- Future proof technology.

“ Mitrtech are clearly experts in the field of Content Management and the roll out has been straightforward and professional throughout.”

NIGEL QUINTON

Chief Executive, Furness Building Society

Results

DataStore is integral to everyday operations - for capturing structured and unstructured information, connecting to other systems and securely viewing customer information instantly.

There has already been a significant process change and an improvement in quality control as a result of implementing DataStore.

Longer term, the Society plans to update its infrastructure further and expand the use of DataStore to the branches. The Society is also considering a project to allow direct access to the customer information for its online customers via a portal.

The new technology fits in well with the Society's current and future IT architecture strategy and has delivered an easy transition for all concerned.

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