

# MITRATECH

“A true single view of a customer.”

Harpenden Building Society upgraded to DataStore to achieve a single view of a customer within a secure central system.

## The Company

Harpenden Building Society was formed in 1953 by a group of Harpenden residents in order to provide the local community with the ability to borrow money to purchase their own homes.

It is a traditional and expanding Building Society and has built its reputation on being able to offer a range of uncomplicated savings accounts as well as 'tailor made' mortgage products to suit the individual needs of its borrowers.

Harpenden Building Society's first independent office was opened in May 1960, with further offices opening in Radlett in May 1981 and Leighton Buzzard in May 1992, Wendover in September 2010 and Tring in January 2011 and Buckingham in March 2011.

## The Challenge

Harpenden Building Society has been relying on Mitratesch's DataStore technology for many years. It was the first Building Society to upgrade to the fourth generation DataStore solution in order to meet new challenges and protect its investment with up-to-date technology and greatly enhanced functionality.

DataStore was implemented to enhance business processes, decrease the reliance on paper and enable an imaging strategy to manage customer correspondence within a central secure system. With an overall objective to achieve a single view of a customer and retrieve documentation instantly, the Society captures, stores,

accesses, processes and delivers documents such as mortgage files, customer correspondence, application cards and end of day reports using DataStore.

## The Choice

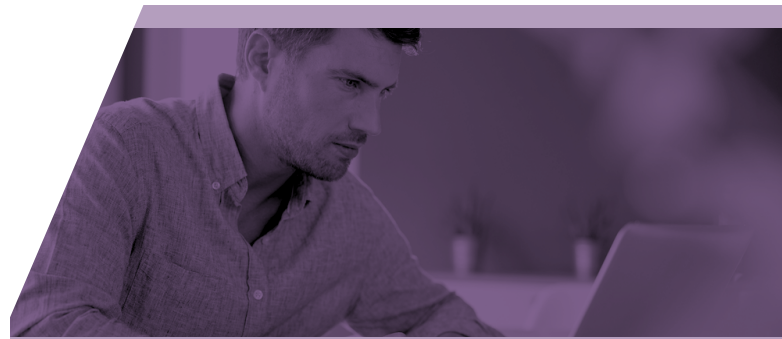
Harpenden Building Society chose to upgrade to DataStore not only because it met all of their immediate and anticipated objectives from both a user and IT perspective, but also because of the excellent relationship built over the years between Mitrtech and Harpenden, and because of Mitrtech's wealth of experience in the Building Society sector.

“ We are pleased to be continuing our strong relationship with Mitrtech as we take our ECM investment to the next stage.”









## The Solution

DataStore is not only used for its original purpose of back office capture of all types of customer documentation (such as daily reports) but also now Mortgage files are scanned, and some information is now captured directly using the integration between MS-Office and DataStore. A user simply saves a Word document or email directly into the DataStore system for a secure, permanent record that forms part of the customer file.

DataStore is used every day throughout all branches for capturing information, integrating with core mortgage and savings systems, and viewing customer information instantly on screen. It is also integrated with the cashier front end system so that cashiers have instant access to relevant documentation.



## The Benefits

-  Fast, secure, easy access to customer documentation
-  MS-Office integration
-  Powerful search functionality
-  User-friendly interface
-  Modern technology
-  Future-proof investment
-  Single customer view of documentation
-  Disaster Recovery objectives met

“ DataStore provides instant secure access to customer information.”

As part of the upgrade project, many historic mortgage files and other types of documentation are due to be scanned and archived to DataStore, thereby releasing expensive storage space. Archiving all the historic information into DataStore will ensure that the Society is totally protected from a Business Continuity and Disaster Recovery perspective.

# The Results

Harpenden Building Society is now closer to its objective of a single customer view of correspondence, and is working on several projects which use DataStore to achieve this goal.

The quality of the customer file has been improved and significant time savings have been reported. For example retrieving R85 documentation now takes seconds rather than minutes. Previously, documentation would be held in a filing cabinet, and customers would need to wait until it could be retrieved. It now takes a matter of seconds to access the information on screen.

DataStore delivers a future-proof solution which is consistent with the Society's IT environment and infrastructure investment.

“ This solution will enable us to meet our goal of a true single view of the customer.”

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