

Want to experience the benefits of remote
deposit capture technology?

YES



Frost Bank

An NCR Case Study



Experience a new world of interaction

The customer

Frost Bank offers a broad range of financial services: from consumer and business banking, treasury management services and insurance products; to investments, private trust, retirement and financial management services; as well as investment banking services. Founded in 1868, Frost is the largest homegrown banking company in Texas. It operates 112 financial centers in the Austin, Corpus Christi, Dallas, Fort Worth, Houston, Rio Grande Valley and San Antonio regions, where 70 percent of the state's population lives.

Key Highlights

- **Industry/Market:**
Financial/banking
- **Challenge:**
Frost Bank needed a solution that would help protect its customer base and jump start growth by attracting new clients while delivering a sustainable competitive advantage well into the future.
- **Solution:**
NCR APTRA™ Commercial Passport helped Frost Bank grow revenues and improve delivery of service while enhancing productivity and lowering costs for their customers.

The challenge

In the current banking environment, financial institutions must gain and sustain a competitive advantage simply to survive. Today more than ever, banks rely on technology as that source of differentiation. As technology evolves, companies must make strategic choices as to how and when they will respond. Those with an eye on the future are seizing opportunities to dramatically change the way they do business, while delivering increasing value to customers.

Faced with stiff competition within Texas and a number of new major players, Frost knew it had to act swiftly and decisively to address the situation. The bank needed a strategic answer that would help protect Frost's customer base and jump start growth by attracting new clients. What's more, the solution had to deliver a sustainable business advantage well into the future.

According to Senior Vice President Jeff Murrell of Frost, "We were seeing aggressive promotion of remote deposit capture technology and felt that we had to be an early adopter. Throughout our 142-year history, Frost has embraced the latest tools and leading-edge technologies available."



The solution

NCR APTRA™ Commercial Passport played a major role in helping Frost stimulate growth while protecting their customer base from the aggressive marketing efforts of their competitors.

Growth, revenues and improved delivery of service

By expanding its reach beyond geographical boundaries associated with paper processing, Frost was able to fuel growth and revenues and establish itself as a premier provider of sophisticated customer services such as same-day crediting, improved cash management, and instant reconciliation capabilities.

Armed with these enhanced services, Frost also knew it could increase its share of customer wallet while delivering service consistency. What's more, with Frost receiving image and check data directly in the back office throughout the business day, it would extend clearing times and help ease operational duties.

Convenience, enhanced productivity and lower costs for Frost Bank customers

When Frost performed an analysis to see which of its customers would benefit most from remote deposit capture, Aggregate Haulers clearly fit the bill with its numerous locations, time-consuming processes and high check-handling costs.

"We strive to ensure that employees' time is utilized in the best fashion," Tony Fontenot of Aggregate Haulers stresses. Remote deposit capture and data transfer offered the perfect solution, providing the opportunity to reduce both preparation time and the need for keying and encoding items. Significant improvements in productivity, convenience and increased deposit accuracy would be a natural result.

Aggregate Haulers would no longer need to coordinate numerous deposits from its various locations, resulting in a substantial decrease in courier costs and administration time, while receiving credit sooner and having earlier access to funds transmitted electronically.

The solution benefits

Frost began its remote deposit capture initiative in March 2005 with three wholesaling customers. Today, Frost has more than 1,300 customers benefiting from remote deposit capture technology.

This innovative technology is clearly having a substantial impact on the operations and the bottom line of companies adopting it. "The overall savings are generated by a wide range of operational advantages, the most obvious being the reduced number of trips to the bank," said Murrell. Remote deposit capture is helping companies improve deposit accuracy, speed the settlement of check payments, enhance reporting capabilities, and lower paper handling costs by eliminating deposit tickets and check copying. Companies can transmit checks at any time, improving the availability of funds through extended deposit times."

Tony Fontenot couldn't agree more. "By moving to remote deposit capture, the convenience, time-saving and efficiencies are impressive. It allows employees to be in place, at their desks, being as efficient as they can."

Frost's Murrell concludes, "Given the strong response we have had with remote deposit capture and our ability to get to market quickly with this product, our decision to go with NCR was the right one."

"Based on our analysis, we felt that NCR's remote deposit solution would give us the edge we were seeking."

- Jeff Murrell, Senior Vice President, Frost Bank



Why NCR?

With over 125 years of experience and knowledge, NCR is a leading global provider of payments, assisted- and self-service solutions. NCR has been the global number one manufacturer of ATMs for more than 22 consecutive years. We help our clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.



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