

## CUSTOMER SUCCESS STORY



### APPLICATION

- Consumer Lending
- Mortgage Lending
- Real Estate
- Commercial Lending / Credit Files

### PROFORMANCE SOFTWARE

- INFO-ACCESS
- Host Synchronization
- INFO-REPORTS
- PF Barcode

### ONBASE SOFTWARE

- Application Enabler™
- COLD / ERM
- Production Scanning
- Web Server
- Monarch Integration
- DVD Authoring

### COMPLIMENTARY PRODUCT INTEGRATIONS

- Fujitsu Computer Products of America fi-5750C & 4340C document scanners
- Kofax Image Products, Inc. Virtual ReScan® (VRS) software

# First PREMIER Bank

## First PREMIER Bank Streamlines Lending Operations with PERFORMANCE INFO-ACCESS

Sioux Falls, South Dakota-based First PREMIER Bank, with more than \$800 million in assets, sought to improve efficiencies and standards within its loan servicing department – which processes more than 3,000 documents per day – in order to maintain compliance with regulatory guidelines and improve customer service. “We wanted to replace our manual processes with a system that improved our overall audit and customer satisfaction,” said Marilyn Peterson, Vice President of Loan Servicing of First PREMIER Bank.

In 2003, the bank sent out a request for proposal (RFP) to various document and imaging software companies. Of the RFPs sent, First PREMIER Bank received ten responses. A team comprised of Peterson, technology staff members, and business unit managers chose the strongest vendor whom they would recommend to the bank’s chief executive officer (CEO), chief financial officer (CFO) and board of directors.

### SOLUTION

First PREMIER Bank needed a solution to provide three unique capabilities: a “tickler” follow-up module to alert the loan operations department of approaching expiration dates of required loan documents; a cross collateralization module to manage and keep track of collateral that is tied to multiple loans; and a paid loan module that displays outstanding items that need to be released on paid loans.

The team at First PREMIER Bank chose PERFORMANCE, Inc., a provider of document imaging and tracking software for the lending industry. PERFORMANCE worked closely with the bank to tailor the system to their needs.

During 4Q 2004, First PREMIER Bank successfully implemented PERFORMANCE’s INFO-ACCESS solution.

“From day one, the PERFORMANCE staff really treated us like a partner,” said Peterson. “They listened to us and understood our business and shared our vision when putting the system together.”



### BENEFITS

- Improved accessibility to loan files
- Improved processes elevate customer service standards
- Efficiency gains from automated notification of missing or expiring documentation
- Cross-collateral management ensures collateral for a loan is not released until a loan is paid off

### RESULT

According to First PREMIER Bank, PROFORMANCE's INFO-ACCESS solution improved efficiency and accessibility to loan files for their entire organization. The cross collateralization allows loan officers and assistants to view all loans tied to one item of collateral, retaining all collateral together until the final loan is paid off.

INFO-ACCESS provided an automated system that improved access to loan information by having documents readily available for lenders and examiners. It also helped the organization gain efficiencies through the automation of notices to borrowers requesting missing or updated items such as hazard insurance, tax return and financial statements.

"PROFORMANCE improved many of our processes which helped us elevate our servicing standards and customer service," said Peterson. "As the bank continues to grow in volume we are well positioned for further automation due to INFO-ACCESS," said Peterson.

When asked what advice First PREMIER Bank would give to businesses considering investing in PROFORMANCE's services, Peterson commented, "Do your homework to compare companies and their features and benefits. We found the representatives from PROFORMANCE to be very customer service oriented and knowledgeable in our industry. They also met the cost analysis and target dates as proposed in our contract.

### ABOUT FIRST PREMIER BANK

First PREMIER Bank provides a variety of traditional and non-traditional banking products and services including Personal, Business and Mortgage Banking, Trust and Treasury Services. They have become the nation's 28th largest Automated Clearing House originating bank in the United States with over 50 million transactions annually. For more information about First PREMIER Bank visit [www.firstpremier.com](http://www.firstpremier.com).

### ABOUT PROFORMANCE

PROFORMANCE, based in Spring, Texas, is a leader in the design and implementation of document automation solutions for the financial services industry. PROFORMANCE integrates enterprise content management (ECM) systems with INFO-ACCESS and INFO-CAPTURE products for banks between \$1 to \$20 billion in assets, enabling customers to quickly and efficiently access documents and business data, mitigate compliance issues, and improve business and operational processes. With more than 20 years of financial services experience, PROFORMANCE delivers industry-leading solutions backed by a significant knowledgebase and exceptional technical support. For more information about PROFORMANCE, please visit the company's Web site at [www.pf-inc.com](http://www.pf-inc.com).