

## NEWS

For Immediate Release

Contact: Jimmy Pape  
281-292-9000  
jpape@pf-inc.com

### **FIRST VOLUNTEER BANK OF TENNESSEE HONORED BY HYLAND SOFTWARE**

#### ***Receives OnBase® RealSolutions Best Application Integration Solution Award at Hyland User Training Conference***

CHATTANOOGA, TN– September, 2004 – First Volunteer Bank of Tennessee, a Jack Henry & Associates core processing user was recently recognized by Hyland Software, Inc., developer of OnBase enterprise content management software, as a winner of the OnBase RealSolutions Best Application Integration Solution Award.

Headquartered in Chattanooga, TN, First Volunteer was honored on Thursday, September 2, at Hyland's 2004 OnBase Training & Technology Conference held in Orlando, FL.

PROFORMANCE, Inc. a Hyland Gold and Diamond Authorized OnBase Solution Provider, designed and implemented the solution for First Volunteer.

“First Volunteer was well poised for a successful OnBase implementation based on their senior management commitment to reduce paper handling and improve efficiencies” explained Lee Gillispie, Sales Manager at PROFORMANCE. “Leveraging our experience working with other financial institutions, we were able to mutually explore the banks needs through analysis of their operations, which lead to a comprehensive roll out of a very functional document management solution. “

According to Bill Priemer, Hyland's vice president of Sales and Marketing, the company developed the awards program to honor end-user customers who were achieving significant results using their OnBase integrated document management solutions. Said Priemer, “We currently have more than 4,400 customers utilizing OnBase for various purposes. And while they are achieving their business objectives using OnBase, we particularly wanted to honor those organizations, such as First Volunteer, that have maximized their systems and achieved exemplary results.”

The Best Application Integration Solution category focused on the integration of OnBase with host applications, and submissions incorporated information regarding functionality, seamlessness and process. With 21 branches serving the Central and Eastern Tennessee market and an asset size of \$450 million, First Volunteer, an OnBase customer since 1998, initiated its first project with PROFORMANCE to merge its operating systems and upgrade the application into one solid system to improve usability and performance while eliminating paper processing and increasing back-office efficiency.

“We did our due diligence on Hyland, OnBase and PROFORMANCE and found nothing but positives,” said Scott Harrison at First Volunteer. “The final factor in our decision to move forward with OnBase was the Document Imaging Analysis that PROFORMANCE completed for First Volunteer, which detailed how the system would operate and included a comprehensive project plan that led to success. The study helped us eliminate the unknowns, giving us peace of mind that we had made the right decision going with OnBase.”

Since implementation in January of 2004, First Volunteer has experienced increased efficiency in loan operation by eliminating all document requests for currently imaged documents as non-imaged document files are forwarded to imaging clerks, who then image the requested file and send a notification by email to the requester of its immediate availability. In addition, the project has enabled the complete centralization of loan and deposit functions by allowing access to document imaging. Branches are now completely sales and customer service focused with no attention to back room operations required. The project has an expected ROI of around 12-18 months in hard dollars though soft dollar ROI is already extremely evident.

According to Harrison, “OnBase Document Imaging enabled the entire project to work. It could not have been accomplished without such technology.”

### **About PROFORMANCE**

PROFORMANCE is the premier provider of document management and bank automation solutions to the financial industry. The company specializes in the design, integration and support of document imaging, loan automation and workflow systems that improve the capture, storage and retrieval of paper and electronic information. Visit [www.pf-inc.com](http://www.pf-inc.com) for more information.

### **About Hyland Software**

Hyland Software, established in 1991, is a leading U.S. provider of rapidly deployable enterprise content management software. Hyland develops OnBase, enterprise-class software that combines integrated document management, business process management and records management in a single application. OnBase allows organizations to manage digital content, including scanned paper documents, faxes, print streams, application files, electronic forms, web content, multi-media files, and emails. OnBase is used by businesses and government agencies to automate business processes, reduce the time and cost of performing important business functions, improve organizational efficiency and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. Visit [www.onbase.com](http://www.onbase.com) for more information.

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