

WESTERN ALLIANCE BANK

CASE STUDY

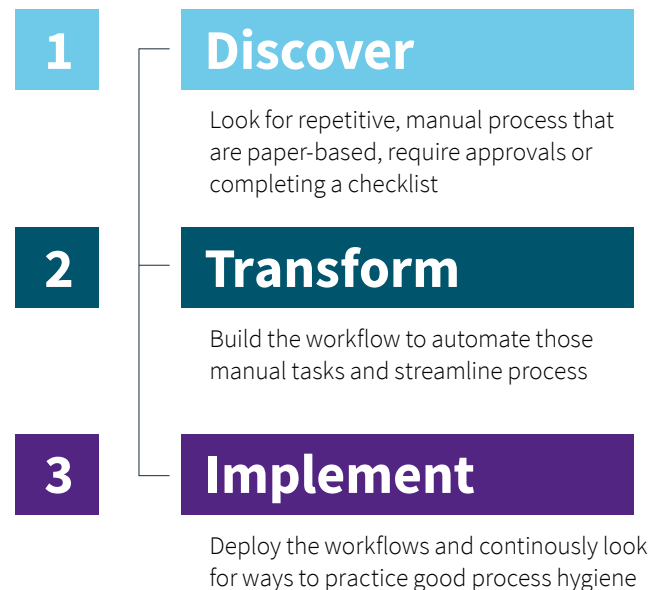
BUSINESS PROCESS AUTOMATION WITH FCM WORKFLOW

The Need for a Business Process Automation Tool

Managing financial documents through traditional, paper-intensive processes is a challenge for many financial institutions as they grow and evolve in today’s increasingly paperless environment. This very same challenge is then magnified when multiple users – and in some cases, formal approval processes – are required to move forward with loan and deposit information, invoices, HR documents or other important financial documents. For many institutions, the inability to track these documents is the barrier to removing the last pieces of paper from their organizations.

Many skilled employees spend a portion of their time completing routine tasks and back-office processes, when the focus should be on their customers and creative problem solving. We are forced to look at work differently in the digital age. The power of FIS’ business process automation (BPA) Workflow solution will create higher productivity and consistency across an institution. The unique architecture of our solution allows our clients to streamline and optimize business processes by specifying which functions can be automated and eliminating repetitive and mundane tasks. Think of FIS’ BPA Workflow solution as a tool in your automation toolbox.

The path to success with business process automation



Key Benefits for Western Alliance Bank

Western Alliance Bank was looking for ways to improve and formally document the paper trail associated with many of its processes and procedures. The everyday hassle of ensuring documents were routed to the right person and appropriate actions were accurately completed was cumbersome. They quickly realized the power our BPA solution and the many components that could benefit their institution.

After implementing FIS' BPA tool, FIS Content Management (FCM) Document Workflow and COLD Workflow, they began to discover ways their current processes could be streamlined. Heather Urquiza, IT business analyst at Western Alliance Bank, explained one realization the bank had during the discovery phase was how many different people and departments it took to process a single form.

The bank also eliminated many back-and-forth emails that took place when trying to track a work item down. With the workflow solution, they were able to identify unnecessary steps that could be eliminated to streamline the process and maximize efficiencies. Through their transformation, they saw the additional benefit of providing a consistent standard for audit. They were able to satisfy their internal audit requirements by providing the information captured in the audit trail, including who worked the item, the changes that were made and the time stamp.



Workflow has enlightened everyone on who touches a form and who has to process it. We found duplicate processes that we could eliminate from one team or another to be more efficient.”

Western Alliance Bank, Member FDIC, has over \$20B in assets and helps business clients realize their growth ambitions with local teams of experienced bankers.

Western Alliance has a national presence through their 39 banking locations and its corporate headquarters in Phoenix, Arizona.

Processes that Western Alliance has automated with FIS BPA tool:

- Credit card requests were automated to limit the use of email, which led to risk avoidance and efficiency gain.
- Tracking the details of our change of address process has increased accuracy and customer service.

Endless Possibilities with This Solution

Western Alliance recognizes the power of the BPA solution and how it can be implemented and effective across the organization. The bank is enjoying the ability to meet the needs of different departments and remove manual tasks from employees. They continue to look for processes that can be streamlined through workflow by first discovering inefficiencies, transforming them into workflows, and then implementing them enterprisewide.



www.fisglobal.com



twitter.com/fisglobal



getinfo@fisglobal.com



www.linkedin.com/company/fis/

About FIS

FIS is a global leader in technology, solutions and services for merchants, banks and capital markets that helps businesses and communities thrive by advancing commerce and the financial world. For over 50 years, FIS has continued to drive growth for clients around the world by creating tomorrow's technology, solutions and services to modernize today's businesses and customer experiences. By connecting merchants, banks and capital markets, we use our scale, apply our deep expertise and data-driven insights, innovate with purpose to solve for our clients' future, and deliver experiences that are more simple, seamless and secure to advance the way the world pays, banks and invests. Headquartered in Jacksonville, Florida, FIS employs about 55,000 people worldwide dedicated to helping our clients solve for the future. FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index. To learn more, please call **888.418.6824** or visit www.fisglobal.com.