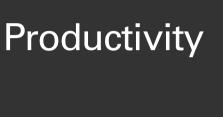


When used to its maximum potential, enterprise content management (ECM) can vastly improve productivity, quality and service.

According to a 2019 Cornerstone Advisors survey sponsored by Fiserv¹, financial institutions categorized as "high performers" in their ECM system usage experienced the following benefits:







Quality of Work



tiserv.

Times



Productivity

Overall Improvement in Productivity 25% increase in productivity in more



than half of the departments using ECM

improvements Ranged From:

Average Departmental Productivity







10% increase in productivity is equal to roughly \$300,000 in savings²

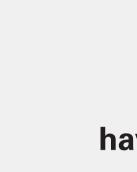
Estimated Cost Savings



Maximizing Automation

62%

Quality of Work



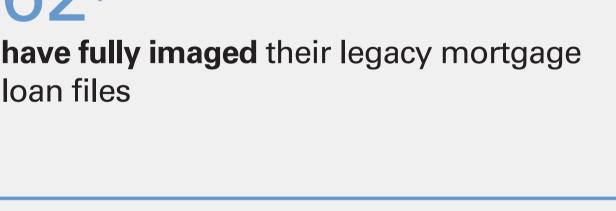
62%

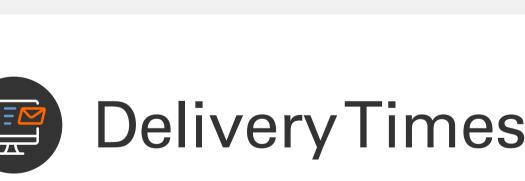
loan files

64% have a secure way for customers or members to submit documents

index documents automatically using

optical character recognition





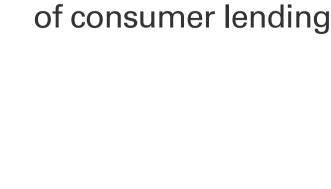
Delivery Time Improvements

Improvement in consumer

lending productivity



Ranged From:



in Loan Operations

improvement

Increase in both quality

and speed of delivery

in Marketing

most fundamental level, in the business of moving data electronically in order to deliver services to their customers and members. When ECM systems are fully utilized, manual and paper-based processes can be automated, service delivery times can be reduced and quality

Today's banks and credit unions are, at the

and compliance can be improved.

1 HOW TOP PERFORMERS GET MAXIMUM IMPACT FROM ECM, Cornerstone Advisors, 2019 ² For an institution with \$500 million to \$1 billion in assets, according to Cornerstone Advisors

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