

# A top 15 U.S. bank implements a centralized solution for confirmation responses

## Challenge

One of the United States' largest financial institutions needed new processes in place to decrease risk and increase productivity. Each year, the human and capital costs of processing more than 30,000 confirmation requests proved detrimental to its ability to operate efficiently.

## Solution

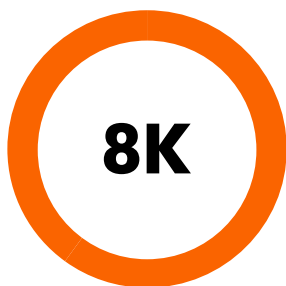
Once this bank began using the Confirmation platform in 2007, it began to realize significant benefits including defined workflows to eliminate human errors, real-time data visibility, and a secure environment that protects clients' data and combats fraud. By 2009, the bank had decided to respond to confirmation requests exclusively through Confirmation, which helped further reduce operational errors and enhance the client experience.

“Before Confirmation, if we had received 8,000 paper requests during busy season, we’d still be doing them nine months later. Clients are very happy with the speed and accuracy.”

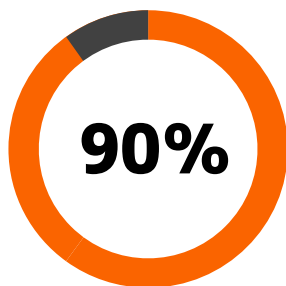
QPM Specialist at Top 15 U.S. Bank

### TIME SAVINGS

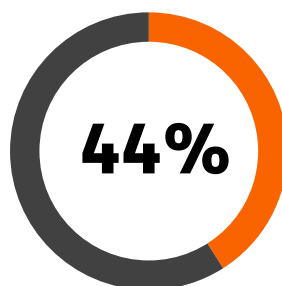
### IMPROVED ACCURACY



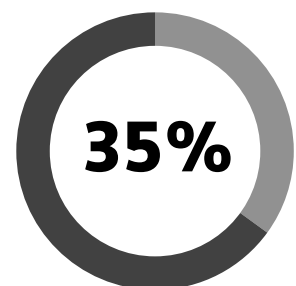
confirmations completed in less than two days



reduction in processing costs



decrease in average response time from 37.5 hours to 21 hours



fewer confirmation errors reported



**Secure** Online confirmation responses are more secure. There's no need to send confidential information through the mail, fax, or email.



**Valuable Insights** Confirmation provides easily accessible data and reporting capabilities. Users, managers, and executives can gain insight into friction points and opportunities.



**Client Satisfaction** Efficient processes and fewer errors save money, leading to satisfied clients and greater return for shareholders and investors.