

Top Credit Union Leading the Way with

BANKING AUTOMATION

*Why is Wings Financial Credit
Union one of the nation's
top credit unions?*



Wings Financial Credit Union is one of the nation's top credit unions*.

There are many reasons why Wings is so successful in their business.

Focusing on ease of use, communication and automating where they can stand out as to why so many people rely on Wings for their credit union needs.

With nearly 350,00 members and over 30 branch offices in five states, they have transformed themselves to be more modern and faster, which attracts young members.

One way they are offering improved banking services is through their use of Grooper for automated processing of paper and electronic documents.

*Named one of the nation's top credit unions by Gobankingrates.com



Paper Automation Bringing Proven Savings and Faster Processes

Every day, all Wings offices scan their paper documents. This includes many kinds of files including residential and commercial loan documents, new member applications and verifications, tax forms, lien cards, account change forms, balance transfer forms, and more.

Every night, Grooper imports all scanned documents, and reads the document information through patented OCR technology to correctly classify each document and extract the correct data (in order to insert that data into their ECM system).

For instance, Wings uses Grooper to process 2,000+ membership applications every month and extracts four fields of data from the documents.

For handwritten forms, Grooper performs ICR (intelligent character recognition) to extract member data, and places those documents in a review queue. The next morning, a member of the Records Department reviews the data and provides any corrections.

— WINGS PROCESSES —
2000
— APPLICATIONS MONTHLY —
— WITH GROOPER —

Financial Document Processing Before Automation

Prior to automation, Wings branches across the state **shipped** their documents every day to the headquarters office. Then, Wings relied on a 10-member Records Department staff to manually enter the data from all documents. They also had to manually organize all digital files into the correct file structure and folders.

This work took up to six hours every day with more time needed to correct any errors discovered during manual entry.

Vast Reduction in Back Office Work Time and Costs – Savings that Can Be Passed on to Members

Wings is saving **significant** time and costs in just this one use of automation:

- **70% COST AND TIME SAVINGS IN EVERYDAY DOCUMENT PROCESSING**

As Grooper has automated a vast majority of this painstaking manual data entry work, Wings has been able to save a substantial amount of effort and time in daily document processing.

- **10,140 HOURS OF TOUGH, STRENUOUS WORK ELIMINATED - AND HAPPIER EMPLOYEES**

These employees can be re-purposed for higher value work, and no longer have to complete tasks that they dislike, resulting in more fulfilled staff members.

- **ELIMINATION OF SHIPPING COSTS**

Wings eliminated the daily shipping of paper documents from dozens of branch offices as each branch is now scanning in documents that Grooper automates daily at the headquarters office. All shipping costs and risks of losing member data has also been eliminated.

- **DATA AVAILABLE UP TO 700% FASTER IN DOWNSTREAM SYSTEMS**

Before automation, Wings' Records Department staff could have data manually indexed the next day. But sometimes it could require **seven days**. With Grooper, it's much faster.

"We can almost guarantee that, if stuff is scanned on one day, it will get in by the next day," said Mario Moraine, Document Solutions Analyst at Wings. "There's nothing stopping us from being able to index the next day. We've got the process down pretty well."

IMPROVING MEMBER SERVICES THROUGH **ELECTRONIC** DOCUMENT AUTOMATION

For electronically originated documents, the process is even faster. Derek Balke, Application Support Analyst II at Wings, set up 21 import watchers for several different departments that import electronic documents from different sources into Grooper.

As that data does not need OCR, it is extracted and the documents classified with even less human intervention needed. For the commercial loans process, Grooper extracts data from folder and file names and uses that extracted data to index into their ECM system.

This is an additional improvement for Wings' Records Department, and the entire company, as member data is being automatically indexed into ECM and other systems. And minimal delays means that services are accelerated and improved further for members.

**AUTOMATICALLY
INDEXED INTO
ECM & OTHER
SYSTEMS**

Benefits of Grooper's Electronic Document Processing

- **FAST**
- **ACCURATE**
- **ERROR-FREE**

Prior to saving any documents in Wings' ECM system, Grooper first validates the document by comparing it to at least one other point of data. That way, the member number on the document is confirmed to be correct. Any exceptions are routed to a human operator.

"We can do that within Grooper without having someone manually look at the document and say 'Yep, that's Derek's document. Go to the next one.' Which is really nice," said Balke. "It has been a pretty big time saver, when we look at the overall picture."

SIMPLIFYING COMPLEX MERGER AND ACQUISITION DOCUMENT IMPORTING

Wings has seen rapid growth in the last few years. It experienced a merger in 2018 and made acquisitions in 2021 and 2022.

During any acquisition or merger, properly importing and indexing the previous company's documents is a very large project. But it can become even more complex when bringing in the vast amount of data that credit unions and banks depend on.

"In some of the mergers we find a lot of paper documents and other things we still need to import and index," said Moraine. "Before Grooper, it was all manpower; basically, throwing people at it until we can get everything indexed."

Prior to automation, Balke needed other departments to help out with importing and ensuring that electronic documents were mapped or translated from the previous company's document version to Wings' version of that document.

For importing paper documents from an acquisition, manual data entry was used to index the file information and classify the file in the right place in the ECM system.

No More Heavy Lifting for Humans

For recent acquisitions, Balke created a data model for Grooper to correctly import and map documents from the previous credit union's document type over to Wings' document type in Wings' ECM system. Balke no longer has to rely on other departments, can easily control the process himself, and can make changes on the fly.

"Grooper does help," said Moraine. "We've seen in the recent mergers, we don't have to do too much of the heavy lifting, because Grooper can do it for us. A lot of credit also goes to Derek."

100%
CORRECT DATA
8X FASTER WITH
GROOPER

Benefits of Grooper's M&A Processing

- **VAST REDUCTION IN MANUAL WORK**

With Grooper handling a significant portion of indexing data from the new documents coming in from an acquisition, Wings' Records Department staff isn't overwhelmed with a new project on top of their daily tasks.

- **100% CORRECT DATA**

Balke said one of the top benefits in this process was Grooper catching problems with data in the previous company's documents prior to exporting into their ECM. Any incorrect or incomplete data was moved to a review queue, where a human could review and correct any errors.

8X Faster: Processing Tax Document Info

Prior to automation, Balke used a different system to import tax documents and extracted data into their ECM system. This required two hours to set up each tax document for importing.

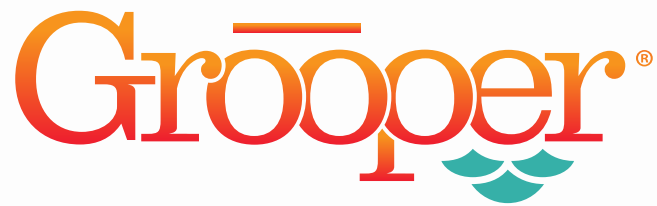
But with Grooper, the process only takes 15 minutes per form. That means Grooper is helping Wings get tax document work done eight times faster than before. They are currently processing 10 different tax forms with Grooper.

"That will be set up for anytime in the future that we need to import those documents," said Balke. "So, if you understand what you're doing, you can set stuff up pretty easy and quickly."

Wings is Staying on Top

Though the Wings staff has already leveraged automation through Grooper in many innovative ways, they are planning to use Grooper much more going forward. The credit union is also opening new branches in 2023, and is completing another acquisition.





For more information on how Grooper is helping credit unions, visit **bisok.com/cu**.
Or contact us at **bisok.com/contact**