

THE BLUE GRASS VALLEY BANK

Finding Efficiencies in Outsourced Core Processing

“Moving to a data center allows us to offer better services, give customers better access to information and create internal efficiencies.”

- Anthony Crane, CEO
The Blue Grass Valley Bank



Technology strategy has become a necessary concept for today's banking industry. Platforms are more complex to manage, regulations are more stringent to follow, and IT professionals are more difficult to hire and retain. Faced with the decision to renew its contract for in-house processing, which it had been doing for decades, The Blue Grass Valley Bank completed an in-depth evaluation of its IT enterprise—and made the decision to go an entirely different route.

The executives at Blue Grass Valley examined the pros and cons of in-house processing versus a service bureau offering, and they decided that CSI NuPoint®, a cloud-based core platform, delivered a competitive advantage.

According to Anthony Crane, the bank's CEO, "moving to a data center allows us to offer better services, give customers better access to information and create internal efficiencies."

Challenge

The Blue Grass Valley Bank faced the decision to renew its contract for in-house processing, an approach that was demanding more and more of the bank's time and resources.

Solution

After conducting an extensive review of operational costs and service providers, the bank decided to move to a data center environment, using CSI's NuPoint as its hosted core platform.

Result

Blue Grass Valley has not only eliminated IT burdens on staff and the hidden costs of in-house processing, but also strengthened its reporting capabilities and customer service initiatives as a result of its improved technology approach.

REMOVING "IN-HOUSE" BARRIERS

As any banker knows, resources are limited. And Blue Grass Valley was finding that in-house processing was requiring too much time, money and expertise just to manage IT. For instance, the bank needed a backup site due to regulatory requirements, not to mention employees who had the expertise to manage both it and the in-house platform.

"When we migrated to NuPoint, we eliminated our backup challenges and our staffing difficulties," Crane says.

Besides having redundant operations, the cloud-based platform allows system enhancements to be installed globally by CSI. And beyond the ease of operations, the bank also eliminated several indirect costs associated with in-house processing. Crane states that, during the review process, the bank discovered it was paying for things it didn't need, as well as the hidden costs of depreciation and maintenance that were associated with other budget lines.

GETTING BETTER TECHNOLOGY

In-house barriers aside, Blue Grass Valley found that NuPoint offered the bank better technology. The bank can customize screens by user, and CSI is a Microsoft Gold Certified Partner, which Crane says simplifies customer research. Also, the reporting options available through the platform make it easier to locate customer information, run reports and make strategic decision.

"I can arrange the columns for loan information any way that I want," Crane says. "I also can bring up six months of deposit information and report that to the board to complement a loan application."

Plus, the platform itself is easy to use. With various help features throughout, NuPoint enables employees to find answers to questions within the platform itself; or, all users have access to CSI's customer resource center, a 24x7 support center, in which trained associates can help with questions and issues.

OFFERING STRONGER SERVICE

Moving to a data center environment has allowed The Blue Grass Valley Bank to not only leverage better technology, but also offer stronger service. The reduction in time needed to simply maintain in-house operations has freed some employees to work on more strategic projects. Plus, according to Crane, NuPoint improves both customer service and employee productivity.

"Now that we're in a service bureau environment, it's easier to search for and find data when a customer calls in," Crane says. "Or, when customers visit our branches, we can locate data in the system much faster, which makes us much more efficient."

BANK PROFILE

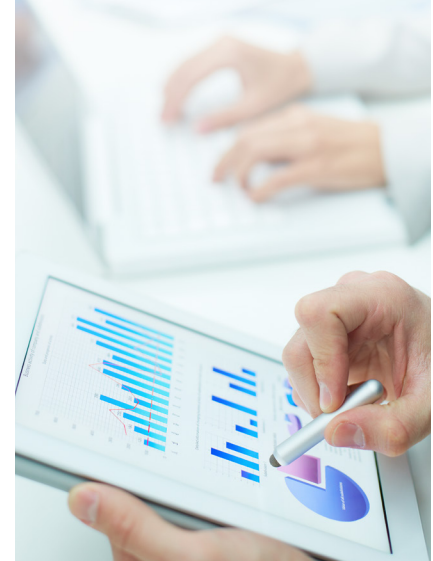


The Blue Grass Valley Bank

Anthony E. Crane, CEO

Assets: \$39M

Customer Since: 2012



ABOUT CSI

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