

IMM Solution Suite Case Study

CoVantage Credit Union

The Opportunity: Scaling operations via eTransaction automation

The \$1.2 billion-asset CoVantage Credit Union wanted to improve its approach to basic account management functions, consumer lending, and tax-advantaged account processes such as IRAs. In addition, CoVantage wanted to upgrade and refine their customers' experiences with these processes. Until recently, the credit union had largely relied on manual paper documents and processes, and only offered limited signing options for in-branch visits.

The Technology: eSignatures create speed and convenience for members

This Antigo, Wis.-based credit union partnered with IMM largely in part to the company's close relationship with CoVantage's core provider, Symitar. IMM's TotaleAtlas eSignature and document technology seamlessly integrates with the [Symitar] Episys system, providing a scalable platform to accommodate projected growth with ease and efficiency. CoVantage CU anticipated the eSignature company to:

- Simplify the signing of transaction documents for members signing in-branch and those signing remotely;
- Improve upon the self-service options currently delivered;
- Remove limitations of a signature pad environment by incorporating tablets and other devices in-branch; and
- Enable automatic archival of completed documents into its enterprise content management platform.

The Impact: Improved employee productivity and member service

Since deployment, CoVantage has experienced positive results in account opening and document automation. Early outcomes from the credit union's implementation of eSignatures are:

- Archive automation that reduces errors and accelerates document processes. Considerable time savings have been observed with IMM's TotaleAtlas automatically archiving of eSigned documents into the credit union's enterprise content management platform. Before TotaleAtlas, employees were required to manually determine where to file them away, hence TotaleAtlas also removes the opportunity for human error.
- Flexibility for executing signatures. CoVantage can obtain member's signatures regardless of their location, opening the credit union up to delivering convenient, online service options. Since removing signature pads, the new in-branch environment also has members feeling that eSignatures have never been easier.
- Opportunity to scale. The ease and efficiency delivered by IMM's TotaleAtlas to CoVantage's account opening and lending allows the credit union to effectively accommodate growth by quickly scaling the scope of its eSignature applications.

TotaleAtlas delivers an intuitive, consumer-oriented signing experience while allowing employees to easily manage all aspects of the signing event. It introduces deviceless, in-person signing options that eliminate the need for traditional signature pads. This reduces implementation costs, as well as creates new opportunities to securely capture signatures outside of the traditional branch environment.