

Case Study

Peoples Saving Bank

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Profile:

With headquarters in Troy, Ohio, Peoples Savings Bank has five branches, 65 employees, and \$200 million in assets. Since Peoples Savings Bank implemented INVISION from Response Technology, Inc., the process of creating and fine-tuning reports throughout the bank is faster and easier than before.



“INVISION is one of the better tools we’ve added in the past few years. We really like the software and we appreciate the fact that it is so easy to use and support.”

Richard Bender
CIO/ COO

● A Smarter Way to Create Reports
INVISION



Like many community banks, employees at Peoples Savings Bank wear multiple hats. For instance, Richard Bender serves as the bank's chief information and operations officer (CIO/COO). In his dual role, Bender oversees bank operations and supports technology at all five Peoples Savings Bank branches.

"Because our resources are limited, we are continually looking for third-party services and vendors like Response Technology that make our jobs more efficient," Bender says.

Historically, providing up-to-date information in a timely manner to internal customers of the IT department was one of the bank's most significant challenges. "Prior to implementing INVISION, it could take up to a day to create a report for a colleague, and even then we may not have been able to provide the exact data they wanted," Bender says. Moreover, SmartReports™ lacked the ability to generate a range of different types of reports and formats. "We required software that would enable us to do more intuitive database searches and customize our reports," Bender says. "We also needed faster access to the information."

When Bender and his colleagues evaluated INVISION, they were impressed with the software's ease of use and the resources it provided. "We adopted INVISION because it made it fast and easy to build a report," he says.

"Soon after INVISION was installed, the CEO required a report, which motivated people to begin using the software," Bender says. "It's really popular now. Since then, use of INVISION caught on and snowballed."

Today, bank employees regularly use INVISION for a range of uses — from profitability reports to savings, CDs, deposit balances, loans, branch totals, internal audits, and customer information reports. "We closely monitor a new branch, and we're able to get totals on the fly with INVISION," Bender explains.

The staff also has been impressed with the speed of INVISION. Recently, after having to previously assemble their public funds reports by hand from various printouts, the staff used INVISION to create a current, accurate report in less than a minute..

Bender also appreciates the ability to create a report in INVISION and save it, enabling a user to fine tune the report and run it any time. Bender explains, the ad-hoc tool included with Premier, SmartReports™, was difficult to use, which meant that in the past the task of reporting fell on him. Because INVISION is easy to use, more users now create and run their own reports, resulting in a reduction in requests to operations. "I've helped users build templates for reports, eliminating the need for me to run many daily, weekly and monthly reports," Bender notes.

As far as software support is concerned, Peoples Savings Bank has only required assistance on three occasions. "Response Technology offers great support," Bender says. "No question has been too big or too small."

Response
T E C H N O L O G Y

For more information on how INVISION can make ad-hoc reporting work for you and your institution, call or write us:

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