

## Business Technology Solutions

### First National Bank of Plainview Laserfiche Document Imaging System

#### Overview

Plainview is a city in Wabasha County, in the Rochester metro area, approximately 100 miles south of the Twin Cities. It is the setting for John Hassler's novel, "Grand Opening". In this rural community of about 3,300 you will find an independently owned and operated bank, the First National Bank of Plainview. Since its origin in 1902, it has grown to \$106 millions in assets.



What you find in this small city bank may surprise you. It's what Dean Harrington, President & CEO, calls "State of the Art Service" with a "Home Town Touch". In addition to all the standard personal and business services you would expect, you will also find leading-edge technology, such as a comprehensive web site that includes internet banking and video streaming.

#### Challenge

Every time the bank wrote a loan, more than 30 pages of documentation had to be filed in a cabinet or banker's box. The documentation was required to be stored for many years. With office space at a premium, these documents ended up being stored in a location that was not convenient for retrieval.

#### Solutions

Over 10 years ago, First National Bank of Plainview purchased a Laserfiche document imaging system from Larry Phelps. John Erickson, IT Director, did not remember the year they purchased Laserfiche, but he did remember that it was a DOS version back then. Laserfiche takes a potentially complicated system and turns it into a solution that is easy to learn, understand and use. They have been scanning all of their loan documents ever since.



### **Benefits & Results**

The bank in Plainview has been using Laserfiche to archive their commercial and personal loan papers over the years. When asked what benefits he has seen with Laserfiche, John said, "You are sitting in one. This room used to be filled with banker's boxes and file cabinets. Now it is this large conference room that was desperately needed."

Now loan officers and customer service reps can easily retrieve documents without leaving their desks, but that is not where they are going to stop. They want to be able to scan active loan documents as they are created utilizing Laserfiche Quickfields batch processing capability and they want to be able to retrieve documents from their Jack Henry banking application which runs on an AS400. John said "Laserfiche just keeps inventing ways that we can be more efficient as an organization."

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