

Choosing a Document Solution

Inside this document you will find strategic document-imaging tactics and solutions for CU*BASE core processing credit unions.



How are you planning to manage your documents within your credit union?

When it comes to electronic document images at your credit union a few things stand out. First, they're important to your operations. Gone are the days of back office archives for research for a couple types of documents on optical platters. Electronic documents have moved from the back office to the front line. They're how you do business with today's member, reaching them to perform transactions wherever their mobile devices take them. Members expect a level of service that is intolerant of antiquated paper driven processes. With this in mind having the right solution for your credit union and members to meet these expectations is imperative.

Secondly, we know one size doesn't fit all. Not all memberships or credit unions are identical, rather they are quite diverse. Size, budget, culture all vary widely from credit union to credit union and therefore solutions need to address this.

Lastly, an imaging solution needs to be tightly integrated to your core data processing system. Without integration, gaps in workflow can provide an experience for your members that is undesirable while staff work around and struggle through disjointed solutions. It's with this in mind we have created the solutions within this document that were crafted hand in hand with the core system, online banking programming teams and solution architects. The result? Three different solutions for varying needs with different functionalities, at varying price points, that are tightly integrated with your core data processing system, CU*BASE, and your member's online banking platform It's Me 247 to provide the experience your members and staff expect from an imaging solution in today's service driven culture.

Contact Information:

Imaging Solutions
CU*Answers
6000 28th Street SE
Grand Rapids, MI 49546
(800) 327-3478

www.cuanswers.com/products/imaging-solutions



See inside for more information

Online & Enhanced Online Imaging Strategy



We Own

Our online and enhanced online strategy are hosted solutions that do not require a server at your location. Other names for this type of solution are Service Bureau, SaaS, ASP, and Cloud. We own:

- Server maintenance patches and upgrades
- Physical security
- Disaster recovery
- Security from electronic threat
- Routine audits for unreadable documents
- Daily monitoring of system log files
- Software application upgrades
- Purging data and archival to DVD
- Integration with your CU*BASE system
- Integration with It's Me 247 online banking



Want a simple solution?

The Online and Enhanced Online Imaging Strategy options requires less upfront costs while also not requiring a server at your location and allowing you to focus less on the maintenance of the system.

You Own

With the online and enhanced online solutions you take ownership of:

- Verifying data is making it to the vault properly
- Creating contingency plans in case the vault data should become unavailable in the short term or indefinitely
- Auditing data as it is archived to make sure indexes are correct, images are readable, signatures are where they are needed and the right documents and pages are archived as desired
- Subscribing to data archival DVDs where your retention schedule dictates or to mitigate disaster recovery risks as you deem necessary

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In-House Imaging Strategy



We Own

With the in-house strategy, the server is at the credit union, and you are responsible for managing, maintaining and backing it up. This option affords much more flexibility but requires a greater initial capital outlay. We own:

- Providing releases that are low impact on your operations to implement
- Release documentation
- Release training
- Documentation on how to implement the release
- Recommendations and best practices for your system
- Specifications and requirements for your system (as documented in the "Getting Your Releases from CU*Answers Imaging Solutions" Guide)



Want more flexibility?

The In-House Imaging Strategy option requires a larger upfront cost, but allows the credit union to own and manage additional areas of their imaging strategy.

You Own

With the in-house solution, you own:

- Loading releases as necessary to ensure system stays up to date **
- Reading/disseminating release documentation to your team and attending release training
- Workstation software application and peripheral maintenance
- Complying with specifications and requirements for your system to facilitate integration with CU*BASE and It's Me 247
- Following recommendations and best practices for your system
- Server maintenance and upgrades*
- Disaster Recovery*, physical security and protection from electronic threat
- Purging data from your system and creating archives to disk as needed
- Daily monitoring of system and job logs
- Verifying data is making it to the vault properly
- Auditing data as it is archived to make sure indexes are correct, images are readable, signatures are where they are needed and the right documents and pages are archived as desired
- Controlling access through user and group permissions and maintenance

**Complete Care Available*

***Release management available and recommended*

Retention Periods



Online



Enhanced
Online



In-House

Receipts	3 years	3 years	Set by Credit Union
Photo ID	Indefinite	Indefinite	Set by Credit Union
Loan Documents	6 years	6 years	Set by Credit Union
Membership Documents	Indefinite	Indefinite	Set by Credit Union
Reports	1 year	1 year	Set by Credit Union
eStatements	18 months	18 months	Set by Credit Union
Credit Bureau Reports	Life of the loan	Life of the loan	Set by Credit Union
Tax Documents	3 years	3 years	Set by Credit Union
Accounts Payable	18 months	18 months	Set by Credit Union
Board Minutes			Set by Credit Union
Checks			Set by Credit Union
Other documents as deemed necessary by the credit union			Set by Credit Union
Data available to credit union on DVD	Yes, fees apply	Yes, fees apply	Yes, via ArchView module, no additional cost

Permitted Document Types



Online


Enhanced
Online


In-House

Receipts	✓	✓	✓
Photo ID	✓	✓	✓
Loan Documents	Limited	✓	✓
Membership Documents	Limited	✓	✓
Reports	✓	✓	✓
eStatements	✓	✓	✓
Credit Bureau Reports	✓	✓	✓
Tax Documents	✓	✓	✓
Accounts Payable	✓	✓	✓
Board Minutes			✓
Checks			✓
Other documents as deemed necessary by the credit union			✓

*Limited means only certain documents are permitted. Consult the online and enhanced online warranty documents for a complete list.

Features



Packages Forms Workflow

Available to In-House participants



Credit Union Controlled Retention Schedule

Available to In-House participants



Print Document to Vault Feature

Available to Enhanced Online and In-House participants



Data Migration From Previous System

Available to In-House participants

Ballpark List Prices

The purpose of this page is to provide very rough, ballpark system costs. There are other costs not listed below (such as hardware) as well as potential discounts. This data should not be relied upon and can change without notice. You should obtain a detailed pricing quote with exact costs for your situation. See the current CU*Answers Imaging Solutions pricing guide for more detailed pricing.



Online

Membership size n/a

Receipts Module

Forms Module

Forms module requires individual forms programming, costs vary based on form type, custom bid provided.

Bundled Modules \$3,000 one-time setup fee. No monthly fees.

\$100 setup fee for Accounts Payable Invoice Capture

Packages-for forms workflow/eSigning

Packages n/a
\$150 setup fee for single form eSigning

Reports Module

Statements Module

Browser-based Staff Access

Included in above bundled modules.

DVD Archives of Data

*\$311/mo.

*Assumes 10K Members

One Time Fees

\$3,250

Monthly fees (includes release management)

n/a



Enhanced Online

Based on Membership Size



In-House

Example prices based
on a 10k member CU



In-House

Example prices based
on a 30k member CU

Bundled Modules \$3000 one-time setup fee.		
Monthly per member fees apply. 1 – 3000 : \$100/month. 3001 – 5000 : \$200/month. 5001 – 7500 : \$350/month. >7500 : \$500/month.		
\$250 setup fee		
Packages n/a \$150 setup fee for single form eSigning	Bundled Modules	Bundled Modules
Included in above bundled modules.		
*\$311/mo. <small>*Assumes 10K Members</small>	\$75	\$75
\$3,500	\$56,148	\$87,287
*\$811.66 <small>*Assumes 10K Members</small>	\$875.67	\$1,459.67



Who is the CU*Answers Imaging Solutions Team?

The CU*Answers Imaging Solutions Team puts some serious talent in your corner!

- One Imaging Strategist with 16 years experience working document images exclusively in the credit union space.
- Three dedicated programmers working on dedicated Imaging Solutions for CU*BASE.
- Three Account Executives total—two with years of CU*BASE network and systems experience, one with a decade of experience with CU*BASE data center operations.



How are they helping you with your Imaging Strategy and what's the difference they guarantee?

This team has created imaging solutions that are an inherent part of your core data processing system. They've accomplished this by having their Imaging Strategist and programmers work directly with the VP of Software Development for both CU*BASE and the It's Me 247 online and mobile banking suite. Together they have created solutions that fit hand-in-glove with your core processing tools to make your imaging solution an integral part of your day-to-day operations.

Beyond the software tools, this team will follow through with the same exceptional release documentation, training and implementation processes you've come to expect from CU*Answers, to prepare and equip you to leverage the release. They ensure you don't fall behind and that the features will work for you.

Obviously, this can't all happen without your participation. Read on to learn your role and the requirements for making your imaging solution top notch and all you wish it to be.

Getting Started / Questions?

No matter which solution is right for you, we have experts that are here to help. We will work with you to find a solution that meets your needs. Below is contact information for the experts that can help you get started!

For questions about the solutions available to you or any other aspect of your imaging strategy, contact:

John Beauchamp
V.P. of Professional Services - Imaging Solutions
800.327.3478 or 616-285-5711 x228
jbeauchamp@cuanswers.com

For information on network management or disaster recovery and high availability, contact:

Matt Sawtell
AVP Managed Technology Services
866.458.1174 or 616.974.1174 x177
msawtell@cuanswers.com