

# How Financial Institutions Drive Successful Enterprise Operations

When used to its maximum potential, enterprise content management (ECM) can vastly improve productivity, quality and service.

According to a 2019 Cornerstone Advisors survey sponsored by Fiserv<sup>1</sup>, financial institutions categorized as “high performers” in their ECM system usage experienced the following benefits:

Productivity	Quality of Work	Delivery Times
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## Productivity

### Overall Improvement in Productivity

**25%** increase in productivity in more than half of the departments using ECM

### Average Departmental Productivity improvements Ranged From:

<b>40%</b> improvement in Accounting	<b>77%</b> improvement in Digital Banking
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### Estimated Cost Savings

**10%** increase in productivity is equal to roughly \$300,000 in savings<sup>2</sup>

## Quality of Work

### Maximizing Automation

**62%** index documents automatically using optical character recognition

**64%** have a secure way for customers or members to submit documents

**62%** have fully imaged their legacy mortgage loan files

## Delivery Times

<b>74%</b> Improvement in consumer lending productivity	<b>50%</b> Increase in both quality and speed of delivery of consumer lending
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### Average Departmental Customer Delivery Time Improvements Ranged From:

<b>20%</b> improvement in Marketing	<b>60%</b> improvement in Loan Operations
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Today’s banks and credit unions are, at the most fundamental level, in the business of moving data electronically in order to deliver services to their customers and members. When ECM systems are fully utilized, manual and paper-based processes can be automated, service delivery times can be reduced and quality and compliance can be improved.

<sup>1</sup>HOW TOP PERFORMERS GET MAXIMUM IMPACT FROM ECM, Cornerstone Advisors, 2019  
<sup>2</sup>For an institution with \$500 million to \$1 billion in assets, according to Cornerstone Advisors

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