Extraco Consulting

TAILORED SOLUTIONS | PROVEN METHODS | TANGIBLE RESULTS™

CASE STUDY

Enterprise Workflow



LET'S TALK

ENTERPRISE WORKFLOW

Extraco (an acronym for Exporters and Traders Compress) Banks and its affiliate companies are dedicated to building people, businesses and communities. Since the Great Recession, Extraco has extended close to $2 billion in loans to 25,000 customers, while financially supporting over 1,275 community organizations working to create economic vibrancy, job growth and overall quality of life to our communities across central Texas. Founded as a cotton warehousing company, Extraco, over $2 billion in assets, is the largest and most comprehensive locally owned bank in Texas between Dallas and Austin, serving customers' banking, mortgage, insurance and wealth & trust needs with creative and innovative excellence. Extraco has built a culture of continuous process improvement and now automation over the years, focusing on finding ways to operate more efficiently for employees and enhancing the customer experience simultaneously.



Cal Stevens, the Director of Business Process Improvement at Extraco Banks, shared that "we utilize Enterprise Workflow and other process automation platforms to enhance and automate more routine tasks for our employees and customers. Our tested and performance verified scripts include tasks such as dispute data collection, commercial relationship documentation collection and digitization, account servicing, approval collection, automation of support tasks, and many more."

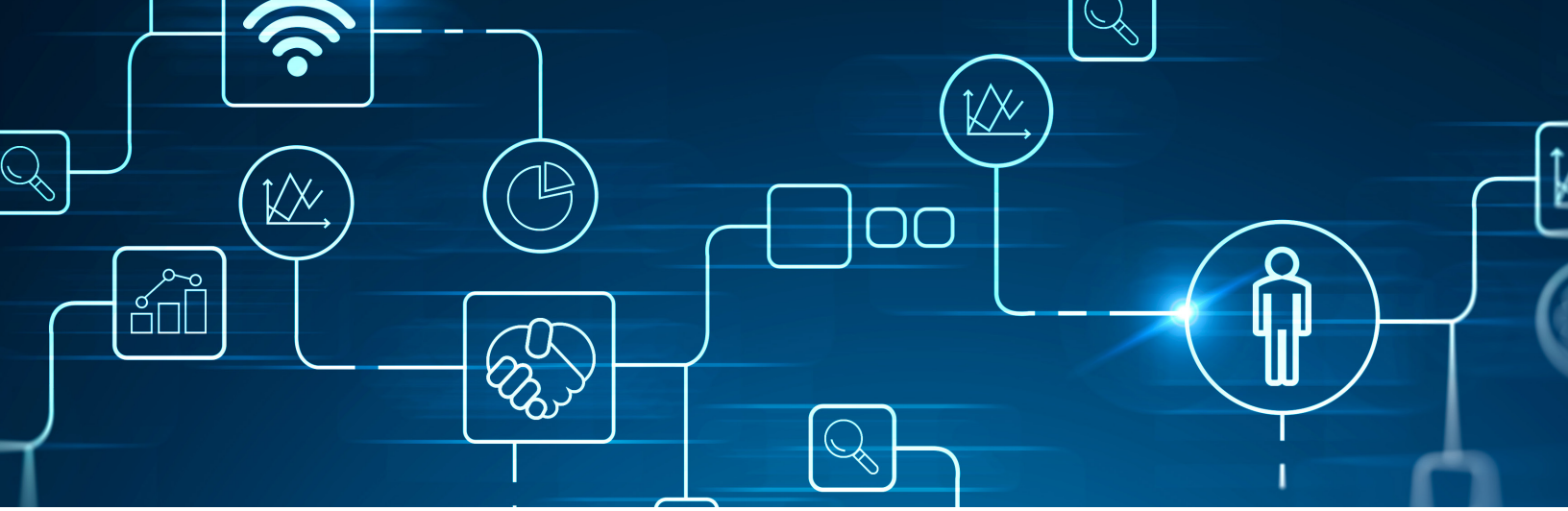
Our Journey of Innovation, Inspiration, and Creativity.

One specific example of Extraco's process automation impact through EWF is focused on automating virtual check deposits. Over the years, customers of Extraco have gravitated to self-serve depository functions like MRDC ("Mobile Remote Deposit Capture") and ATM Check Deposit because of the efficiencies these services offer. The bank's goal has always been to get these services into the hands of the customer quickly so that their banking experience is as satisfying as possible; and to do this while also mitigating potential fraud risk. Prior to 2023, the bank didn't have a way to automatically turn on the ATM Check deposit feature based on specific customer behaviors. As a result, the bank's employees would have to remember to manually assign the ATM Check Deposit feature to debit cards when ordering or printing a card via instant issuance. This process invited the potential for

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human error and cost the employees time because it was one more step to remember when handling a debit card request. This also opened the door for a poor customer experience at the ATM because customers would try to deposit a check and would at times get an error message. This would create an unnecessary call to the bank's customer care center or a customer visit to one of the bank's lobby locations.

To solve this problem, our bank chose to leverage the use of Enterprise Workflow (EWF). The team designed a workflow that automatically turns this feature on for customers that meet a specific criteria. Prior to designing the workflow, Extraco submitted a Custom Work Request ("CWR") to Jack Henry that enabled the bank to perform the application call via EWF that turns on the ATM Check Deposit feature at the card level. Doing this has given the bank complete flexibility with how the team wants to structure the business rules used for offering this service to the bank's customers. Now, the team can schedule an unattended workflow to run as often as needed that will automatically turn the ATM Check Deposit feature on soon after a card is created.

Elevating Experiences of Account holders with Technology and Services

Making this change has drastically reduced the friction the bank's customers have when making check deposits at the ATM, and it has completely eliminated the need for the bank's employees to manually turn on this debit card function. **The team is excited to share that this change has helped Extraco Banks save over 1,500 hours per year for the bank's frontline and back office teams.** Our customer surveys have also seen a positive impact from this change, as customers commonly complained about not having access to the ATM Check Deposit feature when they needed it.

Extraco Banks has over **40 published EWF workflows** that have created just as impressive results as this recent project. During the period of January - June, 2024, EWF has helped Extraco Banks save **over 13,000 hours in time savings**, which **equates to almost 7 FTEs!**

Extraco Consulting has a variety of workflow scripts available, including these softwares:

Enterprise Workflow (EWF) | Nintex Workflow Cloud (NWC) | Robotic Process Automation (RPA)

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