



CASE STUDY

Company Challenge:

Citigroup, with its headquarters in New York, NY, is a leading financial institution which provides banking, insurance and investment products and services to over 200 million customers world-wide. The institution's private banking division, Citibank, which delivers a wide array of banking, lending and investment services to individual consumers, as well as to small businesses, needed a cost-effective solution for the production and dissemination of its customer's monthly statements. Their current method involved the generation of tremendous amounts of paper which then needed to be bound and mailed to each customer. The logistics involved in printing and mailing large amounts of data grew progressively difficult as their client base grew.



DRS Solution:

The analysts at DRS developed and implemented a paperless banking solution which totally eliminated the need to print out customer statements on paper. The solution allows Citibank to transmit their customer's data from their data center in Tampa, FL to our New York facility. Once the data has been downloaded onto a dedicated server, DRS immediately creates CD's for Citibank's customers. This procedure is completed in 24 hours, compared to the 4-5 days it took to print out and mail statements.

Return on Investment:

Citibank realized measurable savings on printing and mailing charges with paperless banking, and a significant reduction in clerical processing.



THE DRS GROUP