

WORLD'S FOREMOST BANK ENHANCES DATA MANAGEMENT AND CUSTOMER SERVICE WITH DAIDA



CLIENT BACKGROUND:

World's Foremost Bank, based in Lincoln, Nebraska, is a subsidiary of Cabela's Inc. They focus on issuing and managing Cabela's Club Visa cards for the retailer's customer rewards program. The bank handles various documents including statements, year-end summaries, applications, and check payments.

SUMMARY:

World's Foremost Bank, a subsidiary of Cabela's Inc., partnered with Daida to implement the docHaven Private Cloud™ solution. This transformation centralized document storage, improved data extraction capabilities, enhanced security, and significantly improved customer service efficiency.

THE CHALLENGE:

World's Foremost Bank struggled with extracting historical data stored on CDs for an upcoming audit, as the information was in a format that couldn't be easily converted to usable data. They also stored documents in various locations and formats, making it difficult for customer service representatives to quickly find and access needed information. The bank recognized the need for a centralized, secure document repository that could address these issues while improving overall efficiency and data management.

THE SOLUTION:

World's Foremost Bank initially contacted Daida about converting and extracting the information stored on CDs. They quickly realized Daida offered solutions to many of their current data issues. Daida provided the docHaven Private Cloud™ solution, which offered detailed data extraction capabilities and allowed the bank to pull the necessary historical information for their audit. It also provided a centralized repository for all documents and images. The docHaven solution also included secure storage features with rule-based access to sensitive data.

IMPLEMENTATION:

Recognizing Daida's powerful data management methods, the bank initiated a gradual migration process, systematically transferring various document types into the centralized repository. This included a wide range of critical documents such as customer statements, check images, year-end summaries, and customer correspondence. This ensured that customer service representatives had easy, immediate access to all necessary documents, significantly enhancing their ability to assist customers efficiently.



RESULTS:

Reduced storage capacity to one-tenth of the previous amount

Improved customer service with faster access to documents

Reduced training time for new customer service representatives

Enhanced security with encrypted, rule-based access to sensitive data

Completed audit in record time

Simplified document ingestion and employee training

Transform your financial institution's document management and customer service with Daida's docHaven solution. Contact us today to learn how we can help you centralize your data, enhance security, and improve operational efficiency.

