



Case Study

Solution Overview

Profile

Stillwater National Bank serves the people of Oklahoma, Texas, and Kansas with nine banking locations and a strong on-line presence. Using technology to enhance customer service, they offer a variety of lending products and services.

Business Challenge

As part of a move to centralized loan documentation processing, Stillwater National Bank wanted to use Windows-based software that could bring more consistency and control to the institution.

Solution

The Rembrandt Lending System from Bankers Systems, Inc.

Benefits

Rembrandt Lending provides Stillwater National Bank with Windows-based software that creates consistent, professional documentation. Dynamic documents and powerful compliance give the bank flexibility in everyday situations. As a Microsoft® Certified Partner, Bankers Systems offers a lending solution that is compatible with the latest technology.

Rembrandt® Lending System Enhances Documentation Consistency and Control at Stillwater National Bank

Stillwater National Bank is driven by technology that responds to customer needs for speed, efficiency, and information. Technology initiatives support their philosophy of providing a high level of customer service and a wide range of financial services and products. The bank made some technology changes that are allowing them to boost their level of customer service. As part of the changes, they decided to centralize their loan processing operations and move to a Windows®-based loan documentation software that would fit well in the new business environment.

“Before moving to a centralized loan processing system, lending assistants prepared their own documents, and the results weren’t always great, due to varying levels of staff experience, as well as staff turnover,” explained Joyce Thames, Senior Vice President and Loan Document Manager at Stillwater National Bank’s Tulsa office. “Rembrandt helped us bring better quality control and consistency to our lending documents. Plus, we can limit staff access to the system, which allows us to focus our training efforts.”

Chartered in 1894 in Stillwater, Oklahoma, the bank has approximately \$1.3 billion in assets. Nine full-service banking offices provide commercial and consumer lending and deposit services in Stillwater, Tulsa, Oklahoma City, and Chickasha, Oklahoma. The bank has also recently expanded into San Antonio, Dallas, and Frisco, Texas, and Wichita and Kansas City, Kansas.

Increasing Documentation Quality

“We chose Rembrandt because we wanted to move away from our old DOS-based document preparation software,” recalled Ms. Thames.

“While researching, we heard positive feedback from other Rembrandt users. I was very impressed when I first saw the software. During a demonstration, we saw that the process of moving through the screens is very logical—easy to understand and explain. And our compliance officer was tremendously sold on the compliance information built into the system.”

Stillwater National Bank implemented Rembrandt Lending in 1999 for its retail lending, and expanded its use into their commercial lending portfolio in April 2000. Bankers Systems’ trainers worked with document preparation and credit administration staff during on-site training sessions to familiarize the bank with Rembrandt Lending.

“Rembrandt Lending’s dynamic documents don’t look like fill-in-the-blank forms; they look more customized, and read like they were created for the specific loan. Rembrandt adapts to the nuances of commercial transactions.”

Joyce Thames,
Senior Vice President and
Loan Document Manager at
Stillwater National Bank



Moving to centralized document preparation and launching Rembrandt Lending has helped the bank accomplish their primary goal of gaining consistency and quality control in lending documentation. This transition brought new efficiency that helped reduce lending assistant and credit administration staff by 25 percent. Interfaces also have helped the bank make the most of Rembrandt Lending.

"Interfacing is important for Stillwater National Bank, and Rembrandt gives us some good interfacing capabilities," said Ms. Thames. "For retail loans, we can interface with Mark IV® and bring in customer and loan information that has been approved. We can also interface with TSoft SBA FormMaster+ to complete Small Business Administration loans."

"I'm a strong proponent of Rembrandt's dynamic documents, which are a huge plus in commercial transactions," said Ms. Thames. "The documents don't look like fill-in-the-blank forms; they look more customized, and read like they were created for the specific loan. Rembrandt adapts to the nuances of commercial transactions."

Adding Workday Flexibility

Though Stillwater National Bank primarily does business within Oklahoma, their lending transactions sometimes extend beyond state boundaries. Fortunately, Rembrandt Lending's compliance covers all 51 jurisdictions, so the staff is ready for unexpected situations.

"If I work on a mortgage in Nevada, it's out of our usual territory," said Ms. Thames. "But Rembrandt queries for information to determine what I need and automatically gives me the appropriate forms. Support for out-of-state issues has become even more important with our new bank locations in Texas and Kansas. Even if I don't know what I need, Rembrandt tells me."

"Another good resource is Rembrandt's on-line help," added Sherry Hays, Rembrandt Lending Administrator at the bank's Tulsa office. "It's a really good resource for answers to quick questions."

A Bright Rembrandt Lending Future

As Stillwater National Bank evolves, Rembrandt Lending is ready to expand with them and with new technologies. "Rembrandt gives us a good starting point to import and

export data," said Ms. Thames. "Interfacing is a huge issue for our bank. We look forward to growing with Rembrandt's interfacing capabilities."

"We don't plan on leaving Rembrandt any time soon," added Ms. Hays. "Product enhancements are always well thought out and useful. And when we have questions, answers are easy to find. The support web site is one useful tool that includes hot fixes for particular updates and a FAQ where we can check to see if we have an error message that anyone else has documented. Plus, Bankers Systems' support staff has been great—always willing to talk with our Information Systems staff."

Ms. Hays summarized Stillwater National Bank's experience: "Bankers Systems provides all-around company support with user conferences, built-in on-line help, a support web site, and support staff available by phone."

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Sherry Hays,
Rembrandt Lending
Administrator at
Stillwater National Bank

About Bankers Systems

Established in 1952, Bankers Systems, Inc., a WoltersKluwer company, is a leading national provider of compliance resource solutions for financial institutions and their legal counsel. The company's lending, deposit, IRA, customer identification, and anti-money laundering solutions are used by more than 12,000 financial institutions, including credit unions, banks, finance companies, mutual fund companies, and brokerage firms. Bankers Systems' software, documents, training, and support services help institutions be more productive, work more efficiently, and grow their businesses. Bankers Systems is the sponsor of ComplianceHeadquarters.com, a web site designed to provide valuable compliance information and tools to financial industry professionals.

To find out more about the Rembrandt Lending System, contact your Bankers Systems Account Representative or call Bankers Systems at **1-800-552-9410**.

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