

State Bank of Southern Utah Chose Image EveryWhere, the AS/400-Friendly Document Imaging Solution



State Bank of Southern Utah was founded in 1957 to give the residents of southern Utah a banking choice that was in tune with their personal needs. In 2001, they decided they needed a document imaging solution that was more in tune with their personal needs as well. That's why they chose an ESC document imaging solution. We talked with Kirk Jones, Operations Manager for the State Bank of Southern Utah, about the Image EveryWhere document imaging solution.

Time for a change

"We learned from our mistakes," Kirk says, "The first system we had, it integrated with our check imaging system very well, but, it didn't integrate very well with the AS/400. That was when we found out that integration with the AS/400 in our core system was more important to us. We were basically stuck in first gear, and had been for a couple of years, so we decided that we better just cut our losses and go look for another system."

"So right off the bat we started looking at systems that had the ability to integrate and interface with the AS/400. Image EveryWhere came right up at the top of our list. We'd worked with LaserVault before, so we knew that you guys were good with AS/400 interface, and getting information from the AS/400 and using it. We started looking at the marketing information on Image EveryWhere before we even contacted you, and reading about what it did and how it interfaced, we believed that it was a good fit for what we needed."

Personal attention

"With the former system that we dumped, we'd go to them for help and then we'd never hear anything back from them. With Image EveryWhere though, with the changes we needed to make, you guys made them very quickly. We were very pleased with the responsiveness of getting the system up and running for what we needed. You gave us a lot of personal attention, and that made a huge amount of difference for us."

"I'd say that your tech support is bar none the best we've ever had. I'd give very high marks to their personal attention to us, the speed at which they delivered, and quality. I have absolutely no problem recommending your product to anyone you ask."

Image EveryWhere

"We've got most of our loan documents on Image EveryWhere, and we've got all of our credit card applications stored on it now. We've got it now to where the tellers can hit one button, and it'll pull up a picture of the signature card. That's the kind of integration that really helps us, that makes it easier for the users to pull up pertinent information."

"The barcoding feature really makes it easy for the scanning people. All they have to do is tell it which loan they're going to scan, and then your interface to the AS/400 populates the rest of the fields. So user input and mistakes are really kept to a minimum."

"Image EveryWhere allows us to scan a loan once and link multiple records to that loan. That's a huge advantage to the system over the one we were using."