

*Credit Union Uses*

# **DIGITAL BANKING SOLUTION**

*to Save  
Thousands  
of Hours  
& Improve  
Member  
Services*

# 30

## DOCUMENT TYPES

Other credit unions use slow, error-prone, monotonous manual data entry to get member data into their systems. But since 2018, DNCU has leveraged Grooper to intelligently automate the extraction of member data from 30 different kinds of documents, including:

- *Bank account ownership change forms*
- *Loan applications*
- *Balance transfer applications*
- *Dispute forms*
- *Proof of payment documents*
- *State government documents such as title documents and transfers of title*
- *Many more*



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**Del Norte Credit Union (DNCU) takes pride in serving its 50,000 members with excellent service and ever-improving technology throughout New Mexico.**

DNCU's mission is to improve member lives and to "continuously improve our products, processes and services, we have built a comprehensive digital banking experience."

One of the many ways that DNCU has built a better digital banking experience through improved processes is their use of Grooper. By utilizing Grooper in just one process, they have automated the processing and classification of all digitally signed documents, saving 1,256 hours of painstaking manual work every year.

# 1,256 HOURS SAVED

### ***Intelligent Document Processing for Financial Institutions. How does it work?***

Grooper imports all digitally signed documents from DNCU's eight branch offices every night for the previous 24 hours. That ranges from 50 to 100 documents nightly but increases to 100 to 120 documents on Sunday night / Monday morning as DNCU is open on the weekends.



Grooper extracts the member's name, account number, date, social security number, and other information. Grooper then generates data on what kind of document each one is and how the documents should be stored. After human approval, Grooper exports the documents and extracted data into DNCU's ECM system.

Each morning, John VanHoozer, CORE Systems Engineer at DNCU, checks to ensure that Grooper has identified and extracted data correctly, a process that takes him only 5 to 10 minutes a day.

If this process were performed manually, VanHoozer estimates that the data entry and document importing for 120 documents would take an entire day.

"That alone takes me 10 minutes or less a day, to do the checks to make sure everything is processed correctly and categorized. Which is really quick in the grand scheme of things," said VanHoozer. "If you were to do that same process by hand, it would require a person an entire day. Someone might be able to do it faster, but it would be really, really labor-intensive.

"It would be error-prone and meticulous. It would take forever. Grooper really speeds things up."

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*John VanHoozer,  
CORE Systems Engineer,  
DNCU*

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# BIG-TIME BENEFITS FOR CREDIT UNIONS & BANKS

Through this automation, DNCU has eliminated 97.5% of manual data entry and saves approximately 1,256 hours of strenuous work every year that employees generally dislike.

The other benefits that DNCU has gained by implementing Grooper include:

- *Correct, accurate member data in ECM databases and other downstream systems*
- *Reduced costs, by automating numerous hours of work, and eliminating any post-processing work of finding and correcting manual errors*
- *Reliable, every-day document processing, as automation doesn't take a vacation or sick day*
- *Happier employees*
- *Proof that DNCU truly is striving to improve their organization, and as a result, improving member services*

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**97.5%**  
**MANUAL  
DATA ENTRY  
ELIMINATED**

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## GROOPER EXTRACTS

- MEMBER'S NAME
  - ACCOUNT NUMBER
  - DATE
  - SOCIAL SECURITY NUMBER
  - AND OTHER INFORMATION
- 



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