



FEDERAL CREDIT UNION

"Together, we have something special!"

Financial Services Case Study

"Due to sheer document volume, we were simply unable to efficiently and effectively manage an in-house imaging component. By utilizing the services of Stria, not only was our enormous backlog quickly imaged, but ongoing day-to-day efforts have been consistently completed in a timely manner. In this, Stria has done much to meet both our service and operational needs. Undoubtedly, utilizing Stria has proven to be a "win-win" for our Members and team."

Michael George
Vice President of Operations



DOCUMENT MANAGEMENT SERVICES

The Organization

Kern Schools Federal Credit Union was founded in 1938 by a small group of teachers with a goal to establish a financial institution for the school employees of Kern County, California. From the Credit Union's humble beginnings in a small room of a local high school, Kern Schools Federal Credit Union's mission to build a lifetime financial partnership with its Members has helped them become the largest Member-owned financial institution in Kern County. With over \$1.6 billion in assets and 190,000 Members, not only has Kern Schools Federal Credit Union established a strong presence with the people of Kern County; it is also among the top ten percent of the largest credit unions in the United States.

The Challenge

As the largest Member-owned financial institution in Kern County, Kern Schools Federal Credit Union continues to evolve

and maintain their reputable history with the people in the community by continuing to differentiate themselves from other financial institutions through Member service. Continuously enhancing Member service involves several channels; including unseen services such as document management.

In 2005, Kern Schools Federal Credit Union Management identified the need to streamline their process for storing, protecting, and retrieving financial documents. At the time, documents were stored at each branch vault to protect the documents from damage. The volume of the Credit Union's existing documents, coupled with ongoing new documents, further instituted the need for document imaging.

The Solution

Kern Schools Federal Credit Union evaluated several companies through a rigorous selection process comparing efficient procedures, competitive pricing, and local presence. At the end of the evaluation, Stria® was selected as the Credit Union's provider.

The first step in implementation was to tackle the approximately 1.5 million documents stored in the branch vaults. Stria® originally forecasted 120 days to complete phase one. However, through Stria's® highly refined process, SecurPaper, the first phase was completed one month ahead of schedule and ten percent under budget. Kern Schools Federal Credit Union team members quickly realized the benefit of the decision to leverage Stria® for document imaging: instant access to electronic versions of pertinent documents.

Based upon the success of the initial project, Kern Schools Federal Credit Union commissioned Stria® with handling their on-going document imaging. Kern Schools Federal Credit Union team members and Members continue to see the positive impact that Stria® provides as new documents are available in just hours.

The Results

Stria® has proven to be a perfect fit for Kern Schools Federal Credit Union. Implementation of the new process has helped the Credit Union realize a wide range of benefits for its Members and team members, including:

- Streamlining the process on searching for documents.

- Improving Member service experience that facilitates easy access to Member records.
- State-of-the-art protection for Members' financial data to ensure compliance with regulatory and disaster recovery policies.
- A substantial increase in available vault space at existing branches and a decrease in capital project costs related to document storage for new branches.
- Substantially reduced operating expenditures related to internal document imaging.

Stria® is currently processing thousands of documents each week for Kern Schools Federal Credit Union.

Document Management Services

Stria® is a nationwide provider of high quality document management services across multiple vertical markets. The company has developed a competitive niche by converting large quantities of paper, microfiche, microfilm, medical records, blue prints, well logs, etc. into searchable, digital images. Stria can efficiently and professionally convert documents at one of their secure processing facilities or on-site at the client's location, utilizing a mobile scanning team.



Inc.
5000

Stria was proudly recognized on the 2010 and 2011 INC 5000 lists as one of the fastest growing, privately-held companies in the United States.

