

A Second Chance Pays Off for North Side Bank and Trust Company and ComplianceOne®

After using separate solutions for its mortgage and commercial lending business, the North Side Bank and Trust Company in Cincinnati, Ohio was eager to consolidate.

Previously, North Side Bank and Trust Company used ARTA Lending for their mortgage business and the Rembrandt solution for its commercial lending. In 2009, the bank switched to Wolters Kluwer Financial Services' ComplianceOne solution. However, at the time, the newly launched ComplianceOne's functionality was not as robust as it is today, so the North Side Bank and Trust Company opted to put their conversion on hold.

Toni Headley, manager of consumer lending and processing for North Side Bank and Trust Company, said as enhancements were added, she was ready to give the much improved ComplianceOne solution a second chance.

"We believed in the ComplianceOne solution and were willing to wait until the growing pains subsided," said Headley. "It was worth the wait. ComplianceOne's dynamic documentation allows us to modify our loans as necessary to meet our evolving business and regulatory needs."

ComplianceOne helps North Side Bank and Trust Company document its lending and deposit transactions quickly, accurately and in compliance with all federal and state regulations. The solution connects the major areas of a financial institution's business to its core processor through one, easy-to-manage user interface. ComplianceOne is built upon the trusted compliance knowledge and experience behind Wolters Kluwer Financial Services' Bankers Systems brand and backed by its industry-leading warranty.

In addition to the benefits of consolidating multiple solutions to a single platform, Headley says the training and support also improved the second time around.

"Our trainer was very knowledgeable and kept the training sessions lively and interesting, which we appreciated," said Headley. "We have also noticed a vast improvement when it comes to response times for our customer support inquiries. Overall, we couldn't be more pleased with our decision."

For more information on ComplianceOne, please visit WoltersKluwerFS.com/One.

About Wolters Kluwer Financial Services

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