



## Case Study

### Solution Overview

#### Profile

Security National Bank, with assets of approximately \$100 million, operates four offices in northeast Nebraska.

#### Business Challenge

As many of their favorite software applications moved to Microsoft Windows, Security National Bank saw an opportunity to consolidate all of their software into one environment. They needed a true Windows-based lending system that offered advanced capabilities and matched the level of support they were accustomed to with Bankers Systems' LoanProcessor Plus® Laser.

#### Solution

The Rembrandt Lending System was the answer. As a Microsoft Certified Partner, Bankers Systems designed Rembrandt Lending as a true 32-bit Windows product—with all of the connectivity and flexibility that includes. And, Bankers Systems' user manuals, experienced software trainers, convenient SupportLine, and extensive help features within the system create the industry's most complete user help and support system.

## Security National Bank finds support in their future with the Rembrandt® Lending System

When many of their favorite software applications and their in-house processor moved to a Microsoft® Windows® environment, Security National Bank decided it was time.

"The future of lending was headed towards Windows, and we knew we needed a lending system to support that environment," said Keith Knudsen, Executive Vice President of Security National Bank.

Security National Bank is located in the northeast corner of Nebraska. It is an innovative institution whose depositors come from close-knit farming communities. Security National wanted a Windows-based application to streamline their loans and centralize administration. The key buying factors for any product they chose would be excellent support and training. They stopped looking when they found the Rembrandt Lending System from Bankers Systems.

### A full program of support and training

"We've been very happy with what Rembrandt can do," said Mr. Knudsen. "Features like the standard loan templates have really helped us to streamline our loans. It's been a big time saver for us."

Bankers Systems was there to help before the first loan was processed. "We don't just pay lip service to customer service and support," promised V. Joel Meyer, Senior Vice President of Sales and Support for Bankers Systems. "We make sure it sinks in and touches everything we do. It's behind the way we've integrated our nationwide outside sales force with dedicated inside sales and customer support representatives. And, you'll find it in the degree of user education, training, and support that we deliver—far above the industry average."

"Support has been excellent. We've gone through installation and setup and have had people either on-site or on phones helping us through those processes. The support staff we've worked with has been extremely knowledgeable about the product they support," commented Mr. Knudsen.

In fact, Bankers Systems' telephone SupportLine gets consistently high marks for product knowledge from over 94 percent of users surveyed.

Bankers Systems' Rembrandt Lending team contacts customers once they have bought the system and discusses the institution's hardware environment and training needs. The Bankers Systems' account manager schedules training and installation for the customer and answers any

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Senior Vice President  
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questions about the process. The account manager then guides the customer through the installation and training processes.

The support team at Bankers Systems prides itself on solving problems accurately and quickly.

The Rembrandt Lending support team is made up of over 40 product and system specialists. Many hold certifications from Microsoft. They stand ready with answers to customers' questions about the Rembrandt Lending System and hardware and network issues. Together, they provide the industry's most comprehensive support to Bankers Systems' customers.

"Training was very helpful," said Mr. Knudsen. "Our users who jumped in and started using Rembrandt right away felt very comfortable."

For over 14 years, Bankers Systems' Software User Education staff has been bringing instructor-led, participant-centered training to loan officers and processors. Users participate in hands-on training events where they learn to use Rembrandt Lending's features.

## You are not alone

Security National Bank was definitely not left to fend for themselves after the implementation process. Bankers Systems is available to them through toll-free phone support, software support web site, fax, and voice mail. Users can also take advantage of additional in-depth training or train-the-trainer programs.

"We are very happy with the ongoing support we receive from Bankers Systems, and we enjoy working with the people on the support team," stated Mr. Knudsen.

In addition to the support team and trainers, users can access the comprehensive help features within Rembrandt Lending. Help features include the program tour, "What's This?" on-screen instruction, reference help, compliance help, task help, status bar messages, and on-line manuals.

Mr. Knudsen commented on the system's help features, "I use the selective help option a lot. It follows the standard Windows format and is easy to use. The on-line help functions save us considerable time since we can look up our answers quickly in the system versus having to go back to a paper manual and hunt."

Providing industry-leading support is one of the most important ways that Bankers Systems provides turnkey solutions to make the complex worlds of technology and compliance convenient.

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Keith Knudsen  
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## 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 **1-800-397-2341, Extension 5777**.

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