

IBT Feature Article Briefs

September, 2007

Credit Union Magazine

“Members on the Move: Online banking and improved technologies put the branch wherever members are”

As convenience to remote access banking becomes more of a priority, credit unions are hesitant to adopt technology in fear of not maintaining the same level of personalized customer service that differentiates them from banks. However, implementing more remote access technologies will attract new members and continue to improve member relations as online channels gather information more easily and efficiently.

January, 2008

Transaction News

“Disaster Recovery: Raising The Bar”

By Mark Dittman, IBT

Disaster recovery systems have evolved to improve the delivery of real-time data and disseminate it across multiple channels, yet in doing so these systems have become more complex. Customers want information as it occurs and have zero tolerance for service interruption. To simplify these systems and communicate more effectively, financial institutions must create a more comprehensive disaster recovery plan, available only with new technology where there is a deliberate separation of hardware and software solutions. [Click here to download a .PDF version of the article.](#)

Jan. 28, 2008

American Banker

“IBT Buys a Service Bureau”

Integrated Bank Technology acquired MICR Resource Management Inc., a service bureau to Chicago-area thrifts and credit unions. MRM operates IBT’s Integrated Bank Environment software that organizes customer relationships and transactions into a centralized database. IBT plans to expand MRM, particularly its disaster recovery services.

April, 2008

Community Banker

“Branching Out: Banks Take Automation to the Teller Line and Beyond”

More than ever, community bankers are embracing branch automation systems. They see the opportunities to improve customer service and enhance operating efficiencies from automating and integrating their processes. **Integrated Bank**

Technology is providing teller check imaging and other software solutions to enable financial institutions to offer real-time account updates to customers and streamline their overall workflow.

July, 2008

CBAI Bank Notes

“Selecting a Core System: Time for a Change”

By Mike Golebiowski, IBT

New legislation and an increased number of delivery channels have spawned rapid software advancements that move away from legacy core systems, meaning that many community banks have fallen behind in their platforms. With fewer industry professionals trained in these core systems, it is increasingly difficult to bring new products to market. Community banks must take a closer look at the foundation of the technology in the core platforms to maintain market share and customers. [Click here to download a .PDF version of the article](#)

Aug. 4, 2008

Credit Union Journal

“Is It Time To Expand? Why CUs Should Be Branching Out In Times Of Trouble”

Despite troubled financial times, credit unions are positioned in a unique situation for expansion. However, taking advantage of these growth opportunities is reliant on the implementation of new technologies, such as image teller platforms. New innovations that change business processes and data are the key to increasing a financial institution’s profit margin and maintaining success.

Sept. 5, 2008

American Banker

“Legacy System Help Getting Harder to Find”

By Mike Golebiowski

Many professionals who support the traditional legacy systems are near retirement, and these same systems receive little attention from younger, technologically savvy individuals. This means that in a few short years, radical changes will occur as banks move away from these platforms. To remain competitive, banks must demand that more efficient technology deployments occur.

October, 2008

Bank News

“Image Capture Strengthens Customer Relationships”

More community banks are finding that image capture technology is improving not only the staff’s operating efficiencies but the bank’s customer relationships as well. Iowa State Bank and Elgin State Bank have found that Integrated Bank Technology’s Image Teller eliminates manual back office processes and reduces customer wait times. IBT’s Document Imaging additionally allows any employee to access loan documents from any location and enhances the bank’s disaster recovery plan with automated document archival.