

CORE OPTIMIZATION OPPORTUNITY	Page 1
<i>Onsite Engagement</i>	
PEAK'S TRAINING CONFERENCE	Page 1
<i>Peak's first annual User Conference</i>	
CONVERSION MANAGEMENT	Page 2
<i>Creating a repeatable conversion process.</i>	
LOAN HOT TOPICS	Page 2
<i>Shadow Loan, Escrow Automation, Collateral Management</i>	
FEATURED PARTNER: EnableSoft	Page 3
<i>Foxtrot RPA</i>	
NOTES FROM THE PRESIDENT	Page 3
<i>Find out what President, Brent Reynolds, has to say.</i>	
DEPOSIT CHARGE OFF CONSIDERATION	Page 4
<i>Tips for implementing automation</i>	
PEAK CONSULTING SERVICES	Page 4
<i>Information on Peak's services.</i>	

Peak News



CORE OPTIMIZATION OPPORTUNITY

by Christine Mollhoff

While working onsite with our clients during a core optimization engagement, we typically find **many** opportunities for automation that are available within the core system. More often than not, our clients are apologizing because of all of the opportunity that we find based on the manual processes they are doing on a daily basis. We always reassure them that we find opportunity at every Financial Institution, and that our focus is to make it easier going forward. The majority of our clients have always done it that way and didn't know there was a better way. That's what we are there for: to review specification settings, daily processes and use our knowledge of the core along with our experience to provide training and best practice advice. We also have programs available to help our clients implement the opportunities found during our core optimization engagement.

PEAK'S FIRST ANNUAL USER CONFERENCE

by Christine Mollhoff

Peak Consulting is excited to announce our first User Conference to be held on September 20th-22nd. Peak's User Conference will focus on Deposit and Loan Training for Financial Institutions using the Fiserv Premier® Core. The conference will be at the new Graduate Hotel in Lincoln, NE. The conference will be packed with informative training including topics such as Escrow Automation, Deposit Charge Off's, SBA Loans, PMI, Overdraft Authorization Programs, End of Year Processing, etc. We will kick off the conference on Wednesday, September 20th with an evening reception. The General Session will start Thursday morning. There will be breakout training sessions all day Thursday with another reception that evening. The closing session will be Friday morning along with some roundtable discussions. Roundtable discussions will include CECL, Account Titling and other current topics submitted from attendees. The conference will end by 11:00 Friday morning. Please contact Christine at christine@peakconsultingllc.com for more information regarding our conference. There are no annual membership dues—all Financial Institutions using the Fiserv Premier® software are welcome to attend!

OUR BIGGEST LOAN HOT TOPICS

by Brent Reynolds

If you were to ask me what biggest items seem to come up the most when we work with clients to improve their core functionality I'd have to say Shadow Loan Automation, Escrow Automation, and Collateral Management. I'll take a couple moments to briefly explain some opportunities in each area.

Shadow Loan Accounting Automation is one of the areas of greatest opportunity. If you are manually reinstating Principal, have Negative Book Balance errors on your Note Exception Report (Non-Accrual Interest Paid Exceeds Active Principal), or if your finance department spends more than 5 minutes to get Recovery information; you have an opportunity to create some much needed efficiency. Also, the system always thinks you have Shadow Loan Accounting in effect so the Book Balance on the system is not accurate if you do not have Shadow implemented. Just remember, it's not merely turning on the automation because you have to clean up the errors on the system, but we can help with that. We can help set up a very efficient system, free from errors, and free from audit scrutiny.

Escrow Automation is complex and rich with opportunity. Every client we visit has room for improvement. There are a number of system efficiencies that are often overlooked. We can help you automate Excess Escrow Checks, automate Disbursements to where you never pull up an individual loan or write tickets for entries, and handle loans with multiple parcels, all on the system you own – no extra software investment.

Then we can look at a Tax Service company like Info-Pro to provide an electronic file with all your disbursement amounts, track your past due escrow, and more – all for a pass-through life-of-loan expense to the customer that would be a customary closing cost. We can also help automate vendor checks.

The third area is **Collateral Management**. There are a variety of new functionality opportunities on the system but I see most clients getting lost in the weeds. There are specific reasons one would pursue different types of functionality. At the end of the day I see most clients wanting to have LTV's that are correct and they want them to auto adjust as payments are made. Also, they want a handle on how to merge collateral and have good Cross-Collateral functionality. This is just the beginning of what we can help implement but a couple of the most important starting points.

If any of this is of interest, I invite you to reach out to me personally. I very much enjoy talking with folks about how to make the system work for you – not you working for the system. (brent@peakconsultingllc.com)

Don't forget to check out our conference 9-20-17 to 9-22-17 for some great training and networking opportunities!



Conversion Process Management

by Cole Anderson

Conversion Management

An acquisition announcement is often met with a moment of excitement followed by sheer panic. Don't worry, that's normal. Our community bank partners are left wondering how day to day production will move forward while also trying to figure out how to best bring in accounts from another environment.

Good news - we're here to help! We work along side our clients to institute a testing strategy, limit unnecessary cost, and leverage your current systems. Our unique toolset breaks down Mapping, Testing, Verification, and Change Management into a simple easy to understand process. Our team works along with operations members, project management, and senior management to ensure a smooth transition.

We want you to be in control of your data conversion. We partner with you to ensure you have control during each step of the process.

Want to know more? Contact me at cole@peakconsultingllc.com to find out more!

PARTNERSHIP SPOTLIGHT:

Foxtrot RPA

by EnableSoft

Foxtrot

PRODUCTIVITY POWER TO THE PEOPLE

Simple as a smartphone, Foxtrot RPA from EnableSoft democratizes productivity improvement—putting the power of productivity improvement into the hands of your back office employees—so your financial institution can realize more efficiencies and savings, faster...right now. Foxtrot RPA empowers your team with the tools to find their own automated solutions to operations bottlenecks instead of leaving them dependent on the availability of a limited pool of IT experts.

THE AUTOMATION-EMPOWERED TEAM

Unlike complicated, “experts-only” robotic process automation software, Foxtrot RPA ignites the organization with unexpected, immediate productivity gains because it is built for adoption not opposition; for convenience not consultants. As an early innovator in the Robotic Process Automation space, EnableSoft’s Foxtrot RPA—Automated Employee® technology—has been adopted by over 500 banks and credit unions. With minimal training, current staff are able to use Foxtrot to automate manual processes, including data breach recovery, platform interfaces, and regulatory updates through the existing system of record.

CONTACT PEAK AT INFO@PEAKCONSULTINGLLC.COM FOR MORE INFORMATION ON FOXTROT RPA.

NOTES FROM THE PRESIDENT

What I did that brought a client to tears...

I have to admit that we truly love what we do. We enjoy the challenge of figuring out how our clients can best utilize the Fiserv Premier® system and nothing more pleases us than when we see our clients excited about the new opportunities we reveal. Recently this became uniquely evident in a client’s response to some of the work we were doing. We were working on Shadow Loan Automation. If you are posting manual payments to your Charge-Off loans and manually reinstating Principal – let me tell you there is a whole other world out there. A world where all payments to all loans post with the same tranocode and there is no consideration as to what type of loan the payment is posting to. A world where Book Balance on the system is accurate and there are never any Negative Book Balance loan errors. That’s a different conversation, but one I love having because it is so rich with opportunity! Anyways, back to my story. When reality set in as to all the time savings, it really hit my client. She looked at me and said, “Brent, you don’t understand what this means. I will be able to go to more of my children’s ball games and be home more in the evenings.” I could see this was something that had been weighing on her. We all struggle with the balance of ownership at work and being dedicated at home. She teared up as she realized what the time savings meant to her personally. Wow, talk about fulfillment! I couldn’t have been more excited. To see how our work helps a bank is one thing, but how it personally impacted this individual was such a precious gift. That is what puts the wind in our sails! That is why we are here and committed to constantly growing our offerings, techniques, and services.

One other quick note, don’t forget to check out our upcoming conference on 9-20-17. We hope it will be a great opportunity for all that come and we tried to keep the cost as low as possible. If you can’t make it, please help us spread the word!



Brent Reynolds, President Peak Consulting



UNLOCKING THE POTENTIAL OF YOUR CORE BANKING PLATFORM

DEPOSIT CHARGE OFF CONSIDERATIONS by Christine Mollhoff

The Deposit Charge Off automation can streamline the current manual process. The accounts will stay on the system as charged off. This could potentially limit risk to the Financial Institution especially if the current process is to keep track of the charged off deposit accounts in a spreadsheet. Several considerations need to be made when implementing the Deposit Charge Off automation.

- ⇒ Determine the types of accounts that will be set up to automatically charge off
- ⇒ Determine the General Ledger accounts to utilize for Lost Principal and Lost Fees
- ⇒ Determine if Fee Loss should be separated out by Service Charges vs. NSF Fees
- ⇒ Determine if any individual accounts should have an override from the automatic charge off process
- ⇒ Review overdrawn accounts prior to turning on automation
- ⇒ Determine if charge off deposit accounts should be reported to the Credit Bureau

Peak Consulting has worked with several of our clients to help them implement Deposit Charge Off automation. Please contact Christine@peakconsultingllc.com for more information.

PEAK'S CORE OPTIMIZATION SERVICES

Did you know that most banks are only using 25-40% of the functionality available in their core banking platform? Since core software is a large part of a bank's budget, utilizing that functionality can make a big impact. Peak provides Loan and Deposit Core Optimization Services to educate clients on the options available while providing nationwide best practice recommendations. Peak also provides specialized services including conversion assistance, escrow automation, shadow loan accounting, project management services and new staff training. Please contact Peak Consulting at info@peakconsultingllc.com for more information.

PEAK'S UPCOMING 2017 EVENTS

September

- P3 Conference-Lincoln, NE
- Peak Conference-Lincoln, NE
- UnitiEast Conference-Portland, ME

October

- Great Lakes User Group -E. Lansing, MI
- MSUG-Orange Beach, AL
- Tri-States User Group-Canton, OH

(402)432-7480 WWW.PEAKCONSULTINGLLC.COM

OFFICE

101 Locust St. Ste 200 Hickman, NE 68372

