



## CASE STUDY: HINCKLEY & RUGBY BUILDING SOCIETY CHECKPRINT BANKING ASSISTANT

Hinckley and Rugby Building Society is a top 25 society, with total assets of £700 million, over 60,000 savers and 9,000 borrowers. With 11 branches and 4 agencies, Hinckley and Rugby is not one represented in many of the larger towns and cities of East Midlands, but it is also strongly committed to having outlets in smaller village communities, where it is often the only financial services provider for miles around. The Society was looking for a product that would help them track and trace cheques more easily in the case of queries or suspicions of fraud.

### Solution

The Society became aware of the Checkprint Banking Assistant from the Tall Group, a cheque and cash deposit management system which combines a desktop scanner to capture the image and details from the cheques, with comprehensive software that uses this data to create and balance the batch for banking and generate a searchable archive of cheque data and images.

Finance Director Andrew Payton explained the background further:

“There had been a discussion in the finance industry for some time now about the imminent demise of cheques but we're not seeing any evidence of that, particularly with savers, the majority of whom tend to pay into their accounts using the cheques.

“We've found Banking Assistant particularly useful in cases where there is a query over a particular cheque. Due to the requirements around clearing the cheques with a certain time frame, we used to be in a situation where we would sometimes have to authorise a cheque, even if there was a query over it, while we waited for it to be sent back from the processing centre. Now we are able to quickly and easily track back through all our cheques with an image available of every deposit we make.”

### Other specific features of the system

- ❖ Scalable to suit requirements
- ❖ Ensures compliance with regulation
- ❖ Increases efficiency – speeds up the banking process



## Outcome

According to Andrew Payton, Hinckley and Rugby's adoption of Checkprint Banking Assistant has many benefits including making the process of banking cheques much more time efficient.

He is also clear about the systems usability, "Banking Assistant does exactly what it claims to do and is very simple to use. Its reliability in terms of being able to read hand written documents is good and if it can't read it, it flags it up and it's straightforward to manually enter the information."

The Society has Banking Assistant networked access over its 11 branches, operators were provided with comprehensive training on how to use the system which, according to Andrew Payton, went incredibly smoothly, "we received first class support throughout the implementation period and the comprehensive training ensured that all staff fully understood the system. All in all, it made the process extremely straightforward and painless."