

## CASE STUDY

# The Bank of Tampa Delivers Enhanced Commercial Experience by Expanding DadePay Integrated Receivables Platform to include RDC Capabilities

With assets exceeding \$1.6 billion, The Bank of Tampa is the largest community bank headquartered in the Tampa Bay area. Established over 30 years ago as a commercial bank, it offers a complete range of commercial, corporate and retail banking products and services.

Today, The Bank of Tampa includes 12 branches and serves the greater Tampa area and surrounding counties. The Bank is privately-owned by its staff, directors and clients and it operates with a primary mission of building relationships. More than just talking the talk, the bank continually seeks to embody that mission in everything it does—from financing new business ventures and serving as a trust advisor to its clients, to contributing a significant number of voluntary hours and funds to local charities and non-profit organizations. It is with that same spirit that the bank sought out a more technologically advanced and sophisticated remote deposit capture (RDC) solution to replace its legacy system.

### Challenge

As it came time for the bank to renew its legacy RDC solution, The Bank of Tampa decided to take a closer look at available technology advances that could support its commercial banking growth objectives, as well as help the bank fulfill its mission of building relationships by improving the client experience.

With a focus on businesses with revenues up to \$250 million, the bank needed a feature-rich solution with high-readability, as well as partnership with a vendor that could respond as nimbly as the bank required to support its growth and also provide high-touch support both for the bank and its clients. “Simply stated, we needed more flexibility and a partner that was agile enough to stay ahead of the technology curve,” said Helen May, SVP, Director of Operations at The Bank of Tampa.



### INDUSTRY

- Community Banking

### TECHNOLOGY

- DadePay Remote Deposit Capture
- DadePay Mobile RDC
- DadePay Lockbox

### KEY BENEFITS

- Single Platform with advanced technology
- Improved customer self-service capabilities
- Enhanced readability
- World-class service

### KEY RESULTS

- Improved customer experience
- Increased operational efficiency
- 100% readability on scanned checks

## Solution

As a satisfied user of DadeSystems' Lockbox solution, The Bank of Tampa decided to look at DadePay Remote Deposit Capture. "When renewal time came around, we felt like we needed to see what had changed—what kind of technology advances had been made—and how other providers were handling them. We had already been using DadeSystems for lockbox, so it was natural for us to take a closer look at their RDC solution. Our experience with DadeSystems up to that point had been phenomenal. We always found them able to quickly adjust as our clients' needs changed and grew. Once we had a look at their RDC solution, they stood out to us by keeping pace with technology changes," said May. The addition of DadePay Remote Deposit Capture to the bank's existing DadePay Lockbox solution, as well as the option to add DadePay Mobile RDC in the future, means the bank can benefit from one platform to handle all its integrated receivables.

After deciding to convert their RDC solution to DadePay Remote Deposit Capture, the bank needed to implement it in a compressed timeline of 7 weeks, which DadeSystems easily accommodated.

*"The transition support we've received, as well as the Tier 2 support they provide to our clients has been strong... Any issues we've reported to DadeSystems were not only acknowledged immediately but resolved—they never let us down"*

**Helen May**  
SVP – Director of Operations  
The Bank of Tampa

"We had a lot of pressure to implement the new RDC solution quickly and with little to no disruption to our clients, and we certainly passed that pressure on to the DadeSystems team," said May. "I really can't say enough about the implementation team—they bent over backwards to accommodate our needs and ensure

a smooth transition for our clients. They remained completely nimble throughout the entire process, making daily adjustments according to our clients' use of the system. When they encountered a real-time challenge, they fixed it to ensure clients would be as minimally impacted as possible by hardware and software changes. For example, we encountered some clients with outdated scanners. DadeSystems was able to program the necessary code to ensure those clients would still be able to use those old hardware drivers if they wanted."

DadeSystems was also able to accommodate custom programming to ensure clients using custom fields would be able to continue doing so. "We have one client using an auxiliary field to record location ID, which prints on their statements. DadeSystems was able to add tweaks such as this to the system and still meet our deadline," said May. "And, as an unexpected bonus, DadeSystems even ported all of the client information from our previous solution into DadePay Remote Deposit Capture so we didn't have to re-enter clients manually—that saved us an incredible amount of labor and time."

## Results

After a near-seamless implementation and rollout of DadePay Remote Deposit Capture, response from both The Bank of Tampa's staff and clients has been overwhelmingly positive.

"The bank itself has experienced much greater efficiency and we've been able to introduce enhanced functionality to our clients, improving their experience and increasing satisfaction," said May. "The clients are now experiencing a better repair and deposit rate with 100 percent readability. They also appreciate the improved self-service capabilities—they're able to reset their own passwords now as opposed to calling in to the bank, which saves them and us time. We've also made it easier for them to access the system when needed. They can sign in from any device over any browser."

The bank has also benefitted from DadeSystem's first-class support. May said, "The transition support we've received, as well as the Tier 2 support they provide to our clients has been strong. It's essential that any partner interacting with clients on our behalf shares the same passion for service we do. Any issues we've reported to DadeSystems were not only acknowledged immediately but resolved—they never let us down."

Make sure to check out our solution overview video and always be up to date about all the exciting developments at DadePay. Just follow us below!



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