

#fintech

# Bank Intranet Software

Gain efficiency and control with a Bank Intranet made just for *you*.

- ✓ Manage Policies Effectively
- ✓ Streamline Manual Processes
- ✓ Strengthen Communication
- ✓ Standardize Hiring Processes
- ✓ Boost Employee Engagement

**“** *Intranet Connections' Bank Intranet Software spoke more to the specific needs of banks than the other software we evaluated.* **”**

– Marc Chaton, Redwood Capital Bank

## Letter from the CEO

The financial industry is undergoing a sea of innovation, from new electronic payment solutions, to streamlined customer service, and it's happening at a time where regulation will be easing under the new administration. Your organization needs to keep up with the competition and harness this period of change for future growth.

Intranet Connections has been in business for 18 years, serving over 400 financial institutions, continuously innovating hand-in-hand with our customers to connect their employees and automate their work. We have built a Bank Intranet product based on best practices around document and policy management, pre-built online forms, a hub for bi-directional communication on your teams, and tools to support your employees in doing their job. We've done this by always focusing on "simple", allowing you to support the complex work processes and creativity within your organization, yet always making sure it's easy for the end user. We excel in providing a secure bank platform with flexible permissions and owner delegation where you'll feel safe with the confidential information often found in intranets.

The "intranet" is often an underutilized platform where a few staff members maintain information, or control updates, often serving as a bottleneck. An internal intranet should be the core part of your bank's identity, a tool that represents your brand and supports your culture. This requires a strong relationship between communications, IT, operations, HR and the C suite. We understand this, and have pre-built an intranet specific to the needs of the banking industry.

If you get the chance to come talk to us, or speak with any one of our bank clients, you'll find customer service and relationships are something we excel at. You can call or email us anytime, we will involve you closely through product ideation and validation, all in the aim to provide a bank intranet you and your staff are proud of. We look forward to continuing to innovate with you. Stop by and tell us about your intranet! I hope you walk away from this event inspired with some concrete actions you can apply in your business.

Kind regards,  
Rob Nikkel  
CEO – Intranet Connections – Simplify Your Work Life



## Benefits of Bank Intranet Software



### Manage Policies Effectively

Be confident that employees have read the latest updates for policies with scheduled review and versioning, as well as display the status on read and agree confirmations with document and policy management.



### Streamline Manual Processes

Automate manual business processes with Online Forms and Automated Workflows. Streamline branch requests and effectively track or manage department requests with pre-built forms and simple automated approvals.



### Strengthen Communication

Encourage open communication and collaboration between colleagues, departments and branches with Employee Communication and Enterprise Social Networking tools, lending to a more transparent corporate culture.



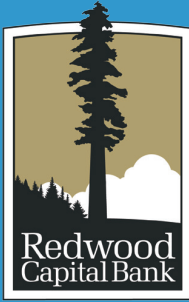
### Standardize Hiring Process

Standardize the employee training and onboarding process with the Online Training Calendar, Online Tests and Interactive Tutorials, taking training from tedious and manual to seamless and efficient.



### Boost Employee Engagement

A Bank Intranet offers tools that promote peer-to-peer collaboration and employee participation, while also supporting your corporate culture, core values, mission and annual company goals.



# Automatic Time Savings

How Redwood Capital Bank went from inefficient manual paper-based processes to streamlined automated workflows with Intranet Connections.

## Purpose

Putting a system in place that would allow the bank to organize and centralize resources, streamline manual paper-based processes and improve poor communication with a single platform that all employees could easily use.

## Who is the Customer?

REDWOOD CAPITAL BANK  
Customer Since: October 2012  
Marc Chaton, AVP/Network Admin

## Customer Profile

In 2004, Redwood Capital Bank opened its doors to Humboldt County, California, quickly becoming the top choice for local community banking. Now with 3 branches, Redwood Capital Bank is dedicated to providing exceptional customer service.

## Solution

From centralizing documents to automating workflows, Redwood Capital Bank was able to streamline slow, manual paper-based processes to improve efficiency and organization.

## Centralized resources proved invaluable

Prior to purchasing Intranet Connections, Redwood Capital Bank didn't have an online system in place to assist with day-to-day work tasks. Almost everything was done manually on paper, which proved to be time-consuming and disorganized. Often, employees would complain that they couldn't find resources because there was no centralized place for it. Redwood Capital Bank needed a platform that could store important resources, such as policies, in a centralized location. "Staff would constantly ask me, 'where is this form?'. To have all our resources in a knowable place, to me - it's invaluable." That is when Chaton decided they needed an intranet. He evaluated other intranet providers, including SharePoint, but ultimately decided on Intranet Connections because he worked with the software at a previous organization and knew it would be a good fit. "Intranet Connections spoke more to the specific needs of banks than the other software we evaluated," Chaton shared.

## Paper-Based to Proper Workflows

Previously, all forms were paper-based only, so ensuring forms were sent to the correct approval managers was time-consuming. Moving all forms online and setting up proper workflows streamlined the approval process, and no forms ever went unnoticed or got misplaced. Automating this process saved the bank hours of time spent manually escalating forms weekly. "Intranet Connections has more than paid for itself in time-savings!" explained Chaton.



## Employees stay informed with improved communications

Redwood Capital Bank's intranet, named BankNet, also improved staff communication. Important company information was shared on the intranet Home Page using the Company News and Blogging applications, so staff knew to login to the intranet daily to stay informed. This significantly reduced the amount of emails sent within the bank, and ensured all staff were on the same page.

## Reliable and knowledgeable Support who know us

Beyond helping with the daily work tasks at the bank, Chaton has been extremely impressed with the level of support he has received from Intranet Connections. Any time Chaton has experienced an issue, the Support Team is quick to help with a workable solution. "The support team always assists with questions quickly and I can tell they are very knowledgeable on our processes." shared Chaton.



## Top 5 Intranet Tools Used

- 1 Document & Policy Management
- 2 Online Forms
- 3 Automated Workflows & Approvals
- 4 Company Announcements
- 5 Intranet Home Page Apps

**"In working with Intranet Connections at my last organization, I knew I wanted to work with them again. They have been a great fit for us."**

MARC CHATON, AVP/NETWORK ADMINISTRATOR, REDWOOD CAPITAL BANK



## See What Our Customers Have to Say

“

We had been using Front Page for years but it became obsolete. I searched for some time comparing different Intranet solutions and in the end, Intranet Connections won out. I think the piece that truly makes the difference is the staff. *Not only is the support team quickly able to respond, the friendly, professional manner is superb!*

**PEOPLES TRUST**  
*Company*

**Cheryl Frazier, Peoples Trust Company**  
IT Department

“

*Our online forms feature is used by nearly every employee, every day, saving paper and time, and speeding up response time.* It is important for us to have a central hub to find information and do actionable items, as well as to be able to share information. Essentially, our intranet successfully closed the distance gap between our 26 branches and our home base.

 **CITIZENS & NORTHERN BANK**

**Adam Heitzenrater, Citizens and Northern Bank**  
Marketing Associate

“

Our old intranet was outdated, the user interface was a nightmare, and search was a joke resulting in it being mostly ignored unless absolutely need be. This also meant that no new content was being posted and engagement dropped. *This new intranet resulted in higher engagement in the short time it's been live than the old system **ever** was.*



**St. Martin Bank & Trust Co.**  
*Banking made simple.*

**Rene Comeaux, St. Martin Bank and Trust**  
Programmer/Software Developer

“

10 years ago, before we had an intranet we were using primitive methods of sending memo. We contract a carrier to deliver all our documents from branch to branch which was very time consuming and costly. Especially emergency notices, they were always a day late. *All memos now are read from the intranet reaching all employees in matter of seconds.*

 **EL DORADO SAVINGS BANK**

**Bee Moua, El Dorado Savings Bank**  
Senior Systems Analyst

## Flexible **Content Management** that Scales

Content Management is a top priority for every organization, however it is often a common pain point. Organizing online and offline resources while providing employees with the most up-to-date documents, policies and files can be time consuming. Then there is often the added stress of tracking changes in accordance to regulations.

The goal of any successful Content Management Software is to deliver content when, and how, you need it, and to easily update the content as it evolves. Intranet Connections' Financial Intranet takes Content Management a step further with robust Document and Policy review, automated Archiving and organized Library Resources. All of which are easily located throughout your intranet with the help of Enterprise Search.



## Become an **Intranet Connections** Success Story

Intranet Connections is a leading provider of simple intranet software that helps you connect, collaborate & create to improve productivity, streamline employee communications and facilitate seamless collaboration yielding significant time-cost savings.

We have thrived in the competitive industry of intranet software for more than 15 years because of the core principles our company was founded upon: simplicity, positivity, integrity, creativity and empathy. We strive to embody these values in every avenue of our customer's experience.

Discover how our powerful Bank Intranet Software can benefit you by booking a demo with one of our product specialists.

Email:

[clientservices@intranetconnections.com](mailto:clientservices@intranetconnections.com)

or

Phone (toll-free):  
**+1 844-924-9770**

*Intranet Connections has more than paid for itself in time-savings!*

– Marc Chaton, Redwood Capital Bank



CONNECT. COLLABORATE. CREATE.