

First Horizon Bank Selects Panini North America for Distributed Check Processing

First Horizon Bank, headquartered in Memphis, Tennessee, has earned one of the highest customer retention rates of any bank in the nation. First Horizon is a leading comprehensive provider of financial services, offering deposit products, loans, investments, insurance, financial planning, trust, asset management, credit card and cash management services. The 13,000 employees of First Horizon National Corporation. (NYSE:FHN) provide financial services to individuals and business customers in more than 40 states. Additional information can be found at www.fhnc.com.



Karen Doyle

Senior Vice President, Treasury Management Services

Karen is a Senior Vice President with First Tennessee Bank, a wholly owned subsidiary of First Horizon National Corporation. She is responsible for remote deposit capture, wholesale and retail lockbox, controlled disbursement, account reconciliation and positive pay.

Karen has been employed by the bank for 28 years.



CHALLENGE:

Before Check 21, First Horizon's corporate clients utilized a manual check deposit process. "With the opportunities available via Check 21 and emerging technologies, we were looking for a solution to help replace the high cost of courier expenses," says Karen Doyle, senior vice president and product manager, First Horizon Bank. The bank developed a remote deposit solution called First Deposit Plus to automate the deposit process for their corporate clients. "We knew what we wanted...the piece that was missing was the check scanner we were going to use." First Horizon Bank wanted a product that would benefit the bank and their customers. They needed a check scanner that was affordable, easy to use, and that had excellent image quality.



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Written by: Panini North America, a subsidiary of Panini S.p.A.

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SOLUTION:

First Horizon Bank selected the Panini My Vision X™ for use with their First Deposit Plus program, allowing their corporate clients to make deposits from their offices. The My Vision X was chosen because it exceeded the bank’s expectations for a check scanning device. “One of the advantages that Panini North America brought to the table was scalability,” adds Doyle. As throughput requirements change, customers are able to upgrade their device without exchanging hardware. “That was a real plus,” says Doyle.

“One of the things that impressed us was the ease of use.”

RESULT:

“We’ve been very pleased with the results,” notes Doyle. The integration of the My Vision X into First Horizon Bank’s First Deposit Plus program allows their customers the convenience and ease of scanning their deposits for electronic transmission to the bank. Customers are able to realize cost efficiencies by eliminating courier costs associated with transporting checks to the bank.



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“Some of our clients may have offices in several different cities, banking with multiple institutions,” Doyle explains. “With First Deposit Plus, they were able to consolidate all their banking with First Horizon.”



First Horizon has realized significant benefits from the Panini My Vision X scanning solution. “The solution enabled us to manage our growing client base and check volume, and Panini’s customer service team has been extremely responsive to all of our inquiries,” said Karen Doyle. The solution also benefits the bank by creating deposit growth and higher customer satisfaction as a result of deposit automation. “The decision to integrate the Panini My Vision X has definitely been the right choice for First Horizon.”

“Panini North America is an innovator. I think they were ahead of the curve. I think they were ready for what was coming.”

Panini North America offers check capture solutions that help customers fully realize the advantages and efficiencies available with the digital transformation of the paper check. Panini North America’s scalable check capture solutions address the complete range of distributed check processing opportunities. For more information please call 937.291.2195 or visit www.panini.com.